

Employer Self Service User Guide

DUA QUEST Project

Division of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

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QUEST System Overview

SYSTEM OVERVIEW

Introduction to QUEST	<p>QUEST (Quality Unemployment System Transformation) will be the completely re-engineered Revenue and Benefits system, providing Employers, Third Party Administrators and claimants with a fast, interactive web-enabled way to transact business with DUA. The scope of QUEST includes the two major systems namely, Revenue and Benefits. While the features of the Revenue system will be available from December 7, 2009 for the use of Employers and Third Party Administrators, the Benefits system is expected to go live in 2011.</p> <p>The scope of this user guide is limited to the Revenue System and is intended for use by Employers accessing QUEST. If you are a Third Party Administrator (TPA) looking for information specific to your role as a TPA, please refer to the self service user guide for Third Party Administrators.</p>
REVENUE System	<p>The DUA QUEST Revenue System will automate the Registration, Wage and Employment Reporting, Tax Calculation and Payment processes and facilitate these time-saving improvements for employers:</p> <ul style="list-style-type: none">• Employers will be able to get complete up-to-date account information and access and maintain their accounts online, via self service.• Wage and Employment filings, UI and UHI Tax filings can be completed in a single process.• Large Employers and/or Third Party Agents will be able to file electronically and process multiple records at the same time.• Smaller Employers will be able to use online processing for quarterly tax filing and upload documents using specified formats.• Employers and Third Party Administrators will be able to make secure online payments.
Disclaimer:	<p>The purpose of this user guide is to help Employers to navigate the QUEST system. It should not be used as a reference for Unemployment Insurance Program policies and procedures. Please refer to the DUA website at www.mass.gov/dua for Unemployment Insurance Program Policies and Procedures.</p>

LOGGING IN AND NAVIGATION

Introduction

This section of the user guide will show how an authorized user will be able to log in to the QUEST system and navigate around QUEST. In order to be able to login to QUEST using the instructions here, you must have completed the 'Employer Registration' or 'Account Activation' process.

Step-by-Step Instructions:

FIRST TIME LOGIN:

The step by step instructions below should be used if you are logging in for the first time after completing the initial registration or account activation. Please refer to the set of instructions - 'LOGGING IN', for a normal login process.

1. Go to the DUA – QUEST webpage at www.mass.gov/uima.
2. Click on the link 'Employer Login'.
3. The following page will appear. Enter the user ID and password you received by U.S. mail after successful completion of the registration process or account activation. Click 'Login'.

Massachusetts Department of Workforce Development

Thursday, November 05, 2009 [Print](#)

Logon * Indicates Required Field

Massachusetts Division of Unemployment Assistance : Employer Login

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID: *

Password: *

Helpful Resources Home

Employer Registration Create a new employer account to obtain an Employer Account Number and create System Administrator user.	What's New Items of current interest - law changes, etc.
System Availability Check routine and special system downtimes.	User Guide A guide to using the Employer Self-Service System.
Returning Employer	Account Activation

4. The following page will appear. Enter the requested information to reset your initial password received by U.S. mail. Click 'Save' to continue.

QUEST - Employer User Guide

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Change Password | [Logoff](#)

* Indicates Required Field

Employer Registration
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User Guide
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Account Activation

Employer Information

Employer Account Number: **1000** Employer Name: **XXXXX**

Reset Password

Please choose a new password and other information by entering it in the fields below and clicking save. For additional information on password security, please refer to the [password guidelines](#).

Current Password: *

New Password: *

Re-enter new password: *

Security Question: What is your father's middle name? *

Security Answer: *

4-digit PIN Code: *

[Save](#)

5. The employer home page will appear as shown below.

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Change Password | [Logoff](#)

Employer Home
FAQ/Contact Us
Account Maintenance
Benefit Charge Activities
Collections
Correspondence
Employment and Wage Detail Reporting
History
Payment Information
User Maintenance

Employer Information

Employer Account Number: **1000** Employer Name: **XXXXX**

Employer Home

[Employer Home](#)
Employer Home

[FAQ/Contact Us](#)
Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question.

[Account Maintenance](#)
Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.

[Employment and Wage Detail Reporting](#)
Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information.

[Payment Information](#)
Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.

Workflow - My Inbox

[Benefit Charge Activities](#)
View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.

[Correspondence](#)
Search for Correspondence


[User Maintenance](#)
Assign or Update user access to Employer account information.

6. The login process is complete.

LOGGING IN:

1. Go to the DUA – QUEST webpage at www.mass.gov/uima . Click on the link ` Employer Login`.
2. The following page will appear. Enter the user ID and password provided to you by your system administrator. Click `Login`.

NOTE: If you do not have a user ID and password, contact your system administrator. If you have forgotten your password, contact your system administrator and he/she will be able to reset your password.


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Logon
* Indicates Required Field

Employer Registration
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Massachusetts Division of Unemployment Assistance : Employer Login

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID:
Password:

Login
Forgot Password

Helpful Resources Home

[Employer Registration](#)
Create a new employer account to obtain an Employer Account Number and create System Administrator user.

[What's New](#)
Items of current interest - law changes, etc.


[System Availability](#)
Check routine and special system downtimes.

[User Guide](#)
A guide to using the Employer Self-Service System.

[Returning Employer](#)

[Account Activation](#)

3. The home page will appear as below.


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Change Password | Logoff

Employer Home
FAQ/Contact Us
Account Maintenance
Benefit Charge Activities
Collections
Correspondence
Employment and Wage Detail Reporting
History
Payment Information
User Maintenance

Employer Information

Employer Account Number: **1000** Employer Name: XXXXX

Employer Home

[Employer Home](#)
Employer Home

[FAQ/Contact Us](#)
Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question.

[Account Maintenance](#)
Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.

[Employment and Wage Detail Reporting](#)
Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information.

[Payment Information](#)
Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.

[Benefit Charge Activities](#)
View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.

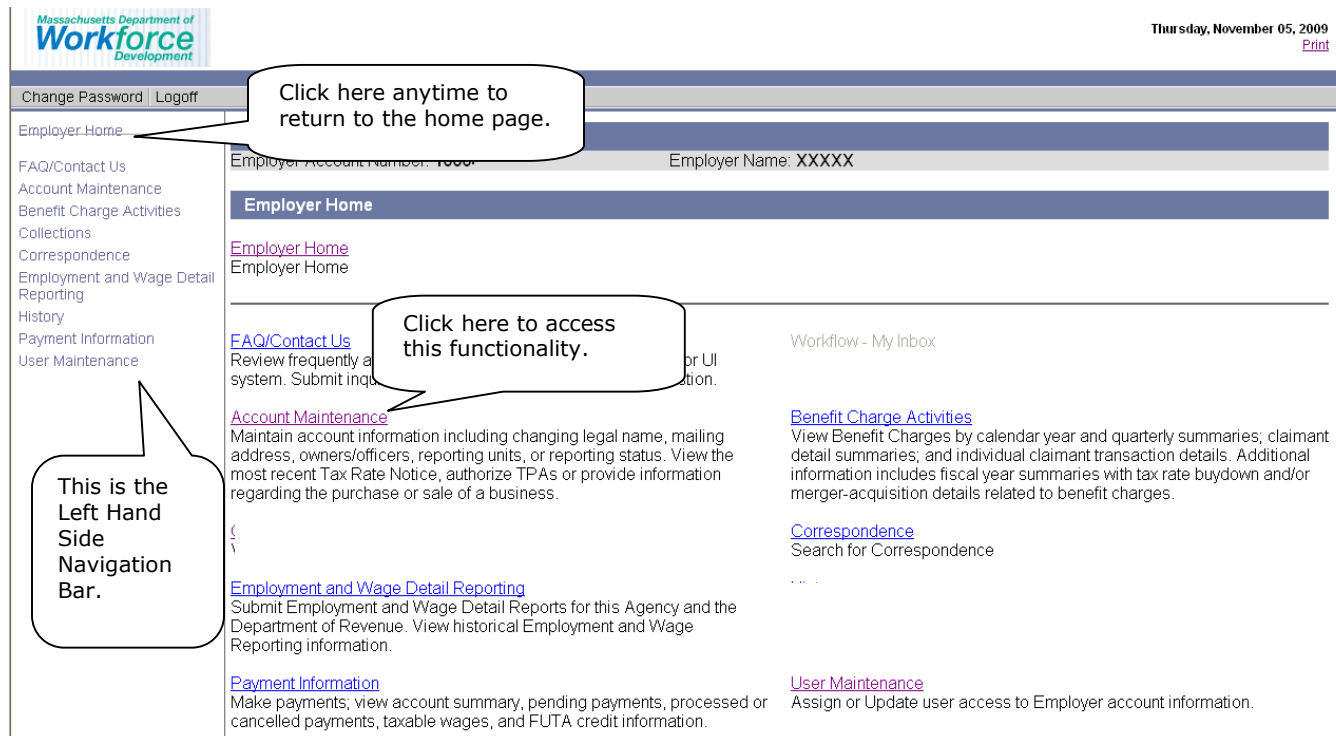
[Correspondence](#)
Search for Correspondence

[User Maintenance](#)
Assign or Update user access to Employer account information.

NAVIGATION:

The following is a list of navigation tips:

1. The first page that appears after the user logs in to the system is known as the home page (screenshot below). The user can access the various functions available to him/her by clicking on the respective links. For example, if the user needs to access the Account Maintenance functions, the user will click on 'Account Maintenance' and so on. On this home page, the user will see only the functions limited to his/her security role, as enabled by the system administrator.



2. **Left Hand Side Navigation bar:** The first page that appears after the user logs in to the system is known as the home page. The left hand side navigation bar is displayed throughout the time you are logged into QUEST. This bar always lists the options available to you in the staff splash page and a drill down list of options available under the current function.
3. **Helpful hints:** Throughout the QUEST system web pages, you will find clickable links followed by a question mark. Clicking on the link will open up a new page, with additional information/definition of the phrase. For example: [Payment hierarchy?](#)

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Tuesday, November 17, 2009 [Print](#)

[Change Password](#) | [Logoff](#)

Employer Home

FAQ/Contact Us

Account Maintenance

Benefit Charge Activities

Collections

Correspondence

Employment and Wage Detail Reporting

History

Payment Information

Employer Information

Employer Account Number: 100

Employer Name: Employer

Statement Period: Current Quarter 2009 [Search](#)

Account Summary Statement Period: October

- The statement below contains the transactions posted to your Unemployment Insurance Account during the identified months.
- Payments are applied according to the [Payment hierarchy](#).
- Prior quarter debt is carried forward to the current quarter/month.
- Payments made are applied to the current quarter/month amount due first.

The definition of the phrase will appear in a separate window as shown below.

Payment Hierarchy

Payments are applied in a manner as prescribed by the Director of the Division of Unemployment Assistance.

[Close](#)

- Change Password/Log off:** The links to change password/log off are displayed throughout the time you are logged onto QUEST. Click on these links any time to change your password or log off the system.

Massachusetts Department of Workforce Development

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[Change Password](#) | [Logoff](#)

Employer Home

FAQ/Contact Us

Account Maintenance

Benefit Charge Activities

Collections

Correspondence

Employment and Wage Detail Reporting

History

Payment Information

Employer Information

Employer Account Number: 100

Employer Name: Employer

Statement Period: Current Quarter 2009 [Search](#)

Account Summary Statement Period: October, November, December (Q4) 2009

- The statement below contains the transactions posted to your Unemployment Insurance Account during the identified months.
- Payments are applied according to the [Payment hierarchy](#).
- Prior quarter debt is carried forward to the current quarter/month.
- Payments made are applied to the current quarter/month amount due first.

Employer Account Registration

Introduction	<p>Employers who pay wages to anyone working or living within Massachusetts are required to register with and report quarterly wage data to the Department of Unemployment Assistance (DUA). This registration process will determine if the Employer will be subject to Unemployment Insurance (UI) Contributions, and after successful registration it will provide access to the system through which Quarterly Wage records are reported.</p> <p>This section of the document will guide the user through creating a new employer account and completing registration. If you have an existing account with DUA and have received a correspondence about activating your account on the QUEST system, please refer to the 'Account Activation' section of this user guide for instructions. The instructions in this section are only for employers registering for the first time with DUA.</p> <p>IMPORTANT: The person completing the registration process for the UI employer account will be the System Administrator by default and will have access to all information in the employer's account. This means the system administrator will be able to view information, make changes, complete transactions, and give online access to other users in this account. Therefore, the person chosen by the employer to register the account should be a highly trusted employee.</p>
Helpful Hints	<p>The following information will be required in order to complete the registration process:</p> <ul style="list-style-type: none">• Type of legal entity (sole proprietor, partnership, LLC, etc.)• Doing business as name (DBA)• Federal Employer Identification Number (FEIN)• State and date of formation or incorporation• Date that employees first performed services in Massachusetts• Owner/Officer information: SSN, FEIN, percent of ownership• Principal Business Activity performed in Massachusetts• Quarterly Gross Summary of wages paid to date• Number of employees currently on the payroll

Step-by-Step Instructions:

1. Go to the following web page to begin registration – www.mass.gov/uima.
2. Click on the link 'Employer Login'.
3. The following page will appear. Click on the link 'Employer Registration'.

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Workforce Development

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Massachusetts Division of Unemployment Assistance : Employer Login

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID: *

Password: *

Login Forgot Password

Click here

Helpful Resources

[Employer Registration](#)
Create a new employer account to obtain an Employer Account Number and create System Administrator user.

[What's New](#)
Items of current interest - law changes, etc.

[System Availability](#)
Check routine and special system downtimes.

[User Guide](#)
A guide to using the Employer Self-Service System.

[Returning Employer](#)

[Account Activation](#)

- The following page will appear. Begin entering the information requested on this screen and click 'Next'. The subsequent series of screens will take you through the registration process by having you answer questions and provide information.

Massachusetts Department of Workforce Development

Tuesday, November 03, 2009

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Employer Registration
Returning Employer
Account Activation

Welcome to UI Employer Registration

Employers who pay wages within Massachusetts are required to register with and report quarterly wage data to this agency. This registration process will determine if you are subject to Unemployment Insurance (UI) Contributions and after successful registration it will provide access to the system through which Quarterly Wage records are reported.

Necessary Registration Information

To successfully complete registration, you will need the following pieces of information:

- Type of legal entity (sole proprietor, partnership, LLC, etc.)
- Doing business as name (DBA)
- Federal Employer Identification Number (FEIN)
- State and date of formation or incorporation
- Date that employees first performed services in Massachusetts
- Owner/Officer information: SSN, FEIN, percent of ownership
- Third party Administrator (TPA) code (if TPA is performing employer registration)
- Principle Business Activity performed in Massachusetts
- Quarterly Gross Summary of wages paid to date
- Number of employees currently on the payroll

Notification

You will be asked to certify that all of the information provided in this filing is complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this Agency.

I certify, under pains and penalties of perjury, that all information provided in this filing will be complete and true to the best of my knowledge and belief.

Beginning a New UI Registration

To begin registration, provide the necessary information:

Enter the date you first paid wages to employees working in Massachusetts: *

Have you previously registered with this Agency?: ☐ Yes ☐ No *

Please enter your Federal Employer Identification Number (FEIN):

Do you use a common paymaster??: ☐ Yes ☐ No *

If yes, enter the FEIN for your common paymaster:

Next

Continue to click on 'Next' to keep moving through the Registration Screens

- Once you get to the point where you have entered the user and employer information, the system will save the registration details entered so far and generate a temporary user ID and password. The screen below will show the level you must reach in the registration process for the employer information to be saved. If you quit the registration at this point or beyond, you can come back and continue the registration within a period of 30 days using the temporary user ID and password. Please refer to the section on 'Returning Employer' for instructions on returning later to complete the registration.

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Logon

Employer Registration

Returning Employer

Account Activation

Temporary User ID and Password

The partial registration has been saved and your account has been assigned a temporary User ID and password. This ID and password will allow you to exit at any point in the registration process and return later to complete the process. Please print this page for your records.

The temporary user ID and password will expire 30 days after date of issue.

Temporary User ID: **0employe**

Temporary User Password: **passWORD12**

A permanent ID and password will be forwarded once registration is complete.

[Next](#)

- Continue to provide information through the remaining screens. The registration process will be complete when you have successfully entered all the user, employer, business and owner/officer Information. The successful completion of registration will look like the screenshot below.

Friday, July 31, 2009 [Print](#)

Logon

Employer Registration

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Registration Status

This is confirmation of successful registration. Please print a copy for your records.

Determination of Employer Status

Effective **4/1/2009**, you are an employer subject to Massachusetts Unemployment Insurance (UI) Law (MGL 151A). You will be required to submit quarterly wage detail records and pay UI taxes on the wages paid to each of your employees.

UI Employer Account Number

Employer Account Number: **1001**

Reporting Type: **Contributory**

Notice of UI Tax Rate

You have been assigned the following Unemployment Insurance (UI) tax rate:

2009: 2.83%

Your UI tax rate is one of [several components](#) used to determine your total amount due once you have submitted your quarterly Employment and Wage Detail Report.

Quarterly Employment and Wage Detail Report Information

You will be required to submit quarterly employment and wage detail reports. Employment and wage detail reports may be submitted using the Temporary ID and password you received earlier in this registration. Go to the Massachusetts UI website for additional details about submitting these reports. Quarterly reports are due by the last day of the month following the end of the quarter after you become liable for UI contributions. Please complete and submit the reports with your payments promptly. Interest charges are mandated by law on overdue contributions.

The information provided during your registration indicates that you are required to submit an employment and wage detail report for the quarter ending **6/30/2009** and all subsequent quarters.

[Home](#)

8. You will receive a correspondence by U.S. mail with instructions to login to your account (as shown below). Please refer to the 'Logging In' section of this user guide for step by step instructions to login to the employer account.



DEVAL L. PATRICK
GOVERNOR
TIMOTHY P. MURRAY
LT. GOVERNOR

THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF UNEMPLOYMENT ASSISTANCE

SUZANNE M. BUMP
SECRETARY
MICHAEL TAYLOR
DIRECTOR
EDWARD T. MALMBORG
DIRECTOR



2126760

Employer
19 STANIFORD ST
BOSTON, MA 02114-2502

November 06, 2009

EAN: xxxxxxxxx

Thank you for registering your business with Massachusetts Division of Unemployment Assistance. Based on the registration on 7/31/2009, Employer has been assigned the following logon credentials. Your permanent QUEST User ID and temporary Password are as follows:

Permanent User ID: xxxxxxxxx

Temporary Password: xxxxxxxxx

Please log on to the QUEST system at [redacted] with these credentials in order to update your account.

If you feel this information has been assigned in error, please contact this agency at [redacted]

Upon successful completion of registration:

Output 1	The employer will be assigned a Massachusetts Employer Account Number (MA EAN).
Output 2	UI Liability Status of Employer will be determined and all applicable rates will be assigned.

During Registration:

If	Then
Employer indicates a transfer of experience	The registration process will be diverted to process – Provide Information on the sale or purchase of a business, where the employer can provide historical information that will be used for Rate Calculation.
Employer is identified as Governmental or Non-Profit	Employer is assigned contributory status. Employer's payment method will be changed to reimbursable if proof of 501(c)(3) status is received within 30 days.

Account Activation

Introduction

This section of the document will show how an authorized user can activate an existing employer account with DUA. The set of instructions here are applicable to employers registered with DUA before December 7, 2009 and have received a correspondence via U.S. mail about activating their account in the QUEST system. The instructions here will not be applicable if you are a new employer registering with DUA for the first time.

IMPORTANT: The person completing the account activation for the UI employer account will be the System Administrator by default and will have access to all information in the employer's account. This means the system administrator will be able to view information, make changes, complete transactions, and give online access to other users in this account. Therefore, the person chosen by the employer to activate the account should be a highly trusted employee

Step-by-Step Instructions:

1. Go to the following web page to begin account activation – www.mass.gov/uima
2. Click on the link 'Employer Login'.
3. The following page will appear. Click on the link 'Account Activation'.

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Massachusetts Division of Unemployment Assistance : Employer Login

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID: *

Password: *

[Login](#) [Forgot Password](#)

Helpful Resources Home

[Employer Registration](#)
Create a new employer account to obtain an Employer Account Number and create System Administrator user.

[What's New](#)
Items of current interest - law changes, etc.

[System Availability](#)
Check routine and special system downtimes.


[User Guide](#)
A guide to using t

[Returning Employer](#)


[Account Activation](#)

Click here


4. The following page will appear. Enter your employer account number and the password received in the mail. Click 'Next' to continue.

 Thursday, November 05, 2009 Print	
<div style="text-align: right;">* Indicates Required Field</div>	
Logon Employer Registration What's New System Availability User Guide Returning Employer Account Activation	<div style="background-color: #4F81BD; color: white; padding: 5px;">Activate Your Account</div> <p>You can activate your account by completing just a few quick steps. To begin, enter your Employer Account Number(EAN) and the Activation Password you received and select 'Next'</p> <div style="margin-top: 10px;"> <div style="display: flex; justify-content: space-between;"> <div>Employer Account Number(EAN):</div> <div><input style="width: 150px;" type="text"/></div> </div> <div style="display: flex; justify-content: space-between;"> <div>Activation Password:</div> <div><input style="width: 150px;" type="password"/></div> </div> </div> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Next"/> </div>

5. The following page will appear. Read the information displayed and click 'Next' to continue.

 Thursday, November 05, 2009 Print	
<div style="text-align: right;">* Indicates Required Field</div>	
Logon Employer Registration What's New System Availability User Guide Returning Employer Account Activation	<div style="background-color: #4F81BD; color: white; padding: 5px;">Employer Information</div> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <div>Employer Account Number XXXX</div> <div>Employer Name: XXXX</div> </div> <div style="background-color: #4F81BD; color: white; padding: 5px;">Welcome to UI Employer Account Activation!</div> <p>Employers who pay wages within Massachusetts are required to register with and report quarterly wage data to this Agency. This activation process will create your new online DUA account.</p> <p><i>Please note that not completing the activation process could result in the loss of entered data.</i></p> <div style="background-color: #4F81BD; color: white; padding: 5px;">Necessary Activation Information</div> <p>To successfully activate your online self-service account, you will need the following pieces of information:</p> <ul style="list-style-type: none"> Federal Employment Identification Number (FEIN) Contact Information Employer Information, including Legal and Physical address Owner/Officer Information <div style="background-color: #4F81BD; color: white; padding: 5px;">Notification</div> <p>All information provided in this filing must be complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this Agency.</p> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Next"/> </div>


6. The following page will appear. You will be requested to enter the administrator information. Complete this section and click 'Next' to continue.

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<div style="text-align: right;">* Indicates Required Field</div>	
Logon Employer Registration What's New System Availability User Guide Returning Employer Account Activation	<div style="text-align: center; margin-bottom: 10px;"> 1 → 2 → 3 → COMPLETE <small>Employer Information Business Information Owner/Officer Information</small> </div> <div style="background-color: #4F81BD; color: white; padding: 5px;">Employer Information</div> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <div>Employer Account Number: XXXXXXXXX</div> <div>Employer Name: XXXXXXXXXXXXXXXX</div> </div> <div style="background-color: #4F81BD; color: white; padding: 5px;">Administrator Information</div> <p>To enter information for this employer you must be an <u>authorized administrator</u> of this account. Please enter the following information about yourself:</p> <div style="margin-top: 10px;"> <div style="display: flex; justify-content: space-between;"> <div>First Name:</div> <div><input style="width: 150px;" type="text"/></div> </div> <div style="display: flex; justify-content: space-between;"> <div>Last Name:</div> <div><input style="width: 150px;" type="text"/></div> </div> <div style="display: flex; justify-content: space-between;"> <div>Phone:</div> <div><input style="width: 150px;" type="text"/></div> <div>ext: <input style="width: 50px;" type="text"/></div> </div> <div style="display: flex; justify-content: space-between;"> <div>Secondary Phone:</div> <div><input style="width: 150px;" type="text"/></div> <div>ext: <input style="width: 50px;" type="text"/></div> </div> <div style="display: flex; justify-content: space-between;"> <div>Business Title:</div> <div><input style="width: 150px;" type="text"/></div> </div> <div style="display: flex; justify-content: space-between;"> <div>Email:</div> <div><input style="width: 150px;" type="text"/></div> </div> </div> <p><input type="checkbox"/> By checking this box, I certify that I am authorized by the owner/officer of this organization to enter employer information. I also certify that I am authorized to function as an Administrator on this account.</p> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="Exit"/> <input type="button" value="Next"/> </div>

7. The following page will appear where you will be asked to enter the contact information. Complete the information and click 'Next' to continue.

Ligon	
Employer Registration What's New System Availability User Guide Returning Employer Account Activation	<div style="text-align: center;"> 1 → 2 → 3 → COMPLETE Employer Information Business Information Owner/Officer Information </div> <div style="border: 1px solid black; padding: 5px;"> <p>Employer Information</p> <p>Employer Account Number: xxxxxx Employer Name: xxxxxx</p> <p>Contact Information</p> <p>Please enter the following information about the person that should be contacted with questions regarding the initiation of this self-service account.</p> <p>Same as Administrator: <input checked="" type="checkbox"/></p> <p>First Name: <input type="text"/></p> <p>Last Name: <input type="text"/></p> <p>Business Title: <input type="text"/></p> <p>Business Phone: <input type="text"/> ext: <input type="text"/></p> <p>Secondary Phone: <input type="text"/> ext: <input type="text"/></p> <p>Email: <input type="text"/></p> <p style="text-align: center;"> <input type="button" value="Previous"/> <input type="button" value="Next"/> </p> </div>

8. Continue to enter the business information and click 'Next'.

<div style="display: flex; justify-content: space-between;"> <div>  </div> <div> Thursday, November 05, 2009 Print </div> </div>	
<div style="text-align: right;">* Indicates Required Field</div>	
Ligon Employer Registration What's New System Availability User Guide Returning Employer Account Activation	<div style="text-align: center;"> 1 → 2 → 3 → COMPLETE Employer Information Business Information Owner/Officer Information </div> <div style="border: 1px solid black; padding: 5px;"> <p>Employer Information</p> <p>Employer Account Number xxxxx Employer Name: xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx</p> <p>Communication Method</p> <p>The following questions are used to gather missing account information:</p> <p>Please indicate your preferred Method Of Communication * Email <input type="button" value="v"/> *</p> <p>Business E-Mail Address: <input type="text"/></p> <p>Business Information</p> <p>Do you use a common paymaster *?: <input type="radio"/> Yes <input type="radio"/> No *</p> <p>If yes, enter the FEIN for your common paymaster: <input type="text"/></p> <p>Will this employer act as a Leasing Company *?: <input type="radio"/> Yes <input type="radio"/> No *</p> <p>Do you have employees that perform services that may be exempt under Section 6 of MGL 151A *?: <input type="radio"/> Yes <input type="radio"/> No *</p> <p style="text-align: center;"> <input type="button" value="Previous"/> <input type="button" value="Next"/> </p> </div>

9. You will be asked to verify your legal address that already exists in the system. Click 'Next' to continue.

* Indicates Required Field

Logon

Employer Registration

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Employer Information

Employer Account Number: Employer Name:

Legal Address

Please confirm, or make modifications to your [Legal Address](#). This address cannot be a Post Office box. Do not enter a client site, other temporary job site, or employee home address.

Address Line 1: *

Address Line 2:

City: *

State:

Zip Code:

Country: *

Phone: ext:

Fax:

E-Mail:

10. The following screen will appear. Complete the requested information and click 'Next' to continue.

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* Indicates Required Field

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 Employer Information Business Information Owner/Officer Information

Employer Information

Employer Account Number: Employer Name:

Massachusetts Physical Location

Does this employer have a [Physical Location](#) in Massachusetts? (This cannot include a P.O box or client site or employee home address) ☐ Yes ☐ No *

11. The following screen will appear. Complete the requested information and click 'Next' to continue.

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* Indicates Required Field

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 Employer Information Business Information Owner/Officer Information

Employer Information

Employer Account Number: Employer Name:

Massachusetts Physical Location Address

Please enter, confirm or make modifications to your [MA physical location address](#). This address cannot be a Post Office box. Do not enter a client site, other temporary job site, or employee home address.

Same as:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:


Country:

Phone: ext:

Fax:

E-Mail:

12. The following screen will appear. Complete the requested information and click 'Next' to continue.



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* Indicates Required Field

1 → 2 → 3 → COMPLETE

Employer Information Business Information Owner/Officer Information

Employer Information

Employer Account Number: xxxxxx

Employer Name: xxxxxxxxxxxxxxxxx

Add/Modify Owner/Officer Information

Complete the following section. If Owner/Officer is a legally formed entity, please provide: Legal Entity Name and Federal Employer Identification Number.

First Name:

Middle Initial:

Last Name:

SSN:

Legal Entity Name:

FEIN:

Is the owner/officer compensated for their services?: ☐ Yes ☐ No*

Additional Information

For Address fields, enter home address information.

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Country:

Email:

Business Title:

Percent of Ownership:

First Date of Ownership:

Add

Reset

If you need to add more owners/officers for this employer, enter the necessary information in the fields below and click on "Add" to save it to the list in the top section of the page. Click "Next" when ownership information is complete. You may not enter more than 5 owner/officers.

Review/Select Owner/Officer Information

Provide the necessary ownership information. As a corporation, you are required to provide 3 owners or enough owners to provide 100% of the existing ownership.

No records found...

If you would like to modify one of the owner/officers for this employer, select it by clicking on the radio button on the left of the column and click "Modify". Clicking on modify will move the selected owner/officer to the table above where the record can be edited. Clicking on "Delete" will inactive the owner/officer and remove the record from the table above.


Modify

Delete

Previous

Next

13. The following screen will appear, confirming that your account activation is complete.



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Ligon

Employer Registration

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Account Activation

1 →
 2 →
 3 → COMPLETE

Employer Information
Business Information
Owner/Officer Information

Employer Information

Employer Account Number: xxxxxx Employer Name: xxxxxxxxxxxxxxxx

Activation Complete

Thank you for providing this information. You have successfully initiated your online, self-service account. Please click the Login button to perform system functions, including the following:

- Create your permanent password
- View existing account information
- Manage account(e.g. assign roles, create reporting units)
- Maintain addresses
- File Employment and Wage Detail Reports

Login

14. Upon successfully activating your account, you will receive a permanent user ID and temporary password, by U.S. mail. You will be able to login to your account, using those credentials. If required, please refer to the step by step instructions for initial login in the section 'Logging In and Navigation'.

Employer Account Maintenance

NAVIGATING TO ACCOUNT MAINTENANCE

Introduction

This section of the document will explain how an authorized user can navigate to the Account Maintenance functions.

Step-by-Step Instructions:

1. While logged into the employer home page, click on the link 'Account Maintenance'.

The screenshot shows the 'Massachusetts Department of Workforce Development' logo at the top left. The date 'Thursday, November 05, 2009' is at the top right. Below the logo is a navigation bar with 'Change Password' and 'Logoff'. The sidebar on the left contains links: 'Employer Home', 'FAQ/Contact Us', 'Account Maintenance', 'Benefit Charge Activities', 'Collections', 'Correspondence', 'Employment and Wage Detail Reporting', 'History', 'Payment Information', and 'User Maintenance'. The main content area has a header 'Employer Information' with 'Employer Account Number: 1000' and 'Employer Name: XXXXX'. Below this is a section titled 'Employer Home' with links to 'Employer Home' and 'Employer Home'. A callout box points to the 'Account Maintenance' link, stating 'Click here to access account maintenance functions.' The 'Account Maintenance' link is highlighted in blue. Below it are links for 'FAQ/Contact Us', 'Benefit Charge Activities', 'Correspondence', 'Employment and Wage Detail Reporting', 'Payment Information', and 'User Maintenance'.

2. The following page will appear, listing the available account maintenance functions. Click on the corresponding link to access a function.



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[Employer Home](#)

[FAQ/Contact Us](#)

Account Maintenance

- [View Employer Account Profile](#)
- [Address Information](#)
- [Employer Appeals](#)
- [Maintain Employer Name](#)
- [Maintain Owners/Officers](#)
- [Maintain Employer Reporting Units](#)
- [Provide Information on the Purchase or Sale of a Business](#)
- [Request Worker Status Determination](#)
- [UI Contribution Rate Maintenance](#)
- [Suspend Employer Account](#)
- [View Rate Notice](#)
- [Voluntary Contribution](#)
- [Third Party Administrator \(TPA\) Authorization](#)
- [View Employer Name Change History](#)

[Benefit Charge Activities](#)

[Collections](#)

[Correspondence](#)

[Employment and Wage Detail](#)

[Reporting](#)

[History](#)

[Payment Information](#)

[User Maintenance](#)

Employer Information

Employer Account Number: 100

Employer Name: **Employer**

Account Maintenance

[View Employer Account Profile](#)

View summary profile and history information related to the Employer Account.

[Employer Appeals](#)

Appeal a determination regarding your Employer Account.

[Maintain Owners/Officers](#)

View, Add, or Update Owner/Officer information for the Employer Account

[Provide Information on the Purchase or Sale of a Business](#)

Provide information on the sale or acquisition of a business, or on a change of legal entity or business reorganization.

[UI Contribution Rate Maintenance](#)

Manually Adjust Account Balance or Assign Rate for an Employer.

[View Rate Notice](#)

View most recent UI rate notice.

[Third Party Administrator \(TPA\) Authorization](#)

Create new or update existing TPA authorizations to access Employer account information.

[Address Information](#)

View or Update address types. Maintain phone numbers and e-mail addresses.

[Maintain Employer Name](#)

Provide information regarding a change to the legal name of the business entity or change the Doing Business As (DBA) name of the business entity.

[Maintain Employer Reporting Units](#)

Create and update Employer reporting units

[Request Worker Status Determination](#)

Request an employer/employee relationship determination.

[Suspend Employer Account](#)

Suspend an Employer Account.

[Voluntary Contribution](#)

Submit a voluntary contribution payment to buy down the experience rate of the Employer.

[View Employer Name Change History](#)

View historical Employer Doing Business As (DBA) and Legal name change information.

If	Then
You are unable to locate the required maintenance function	You may not have sufficient privileges to perform this function. Contact your system administrator.

[VIEW EMPLOYER ACCOUNT PROFILE](#)

Introduction

This section of the document will explain how an authorized user can view employer account information including histories for selected profile elements. The process ends when the user completes viewing employer account information.

Step-by-Step Instructions:

1. Navigate to the account maintenance home page using the instructions provided in the section – ‘Navigating to Account Maintenance’.
2. Click on the link ‘Account Profile’. The account profile will appear in detail as shown below. If you wish to look at history associated with a specific account profile (for example: UI Contribution Rate), click on the specific profile.

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View Employer Account Profile

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- [Maintain Owners/Officers](#)
- [Maintain Employer Reporting Units](#)
- [Request Worker Status Determination](#)
- [UI Contribution Rate Maintenance](#)
- [Suspend Employer Account](#)
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- [View Employer Name Change History](#)

[Benefit Charge Activities](#)

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[Employment and Wage Detail Reporting](#)

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Employer Information

Employer Account Number: **1000**

Employer Name: **Employer**

Account Profile

Please note that this information reflects the current state of this account and may not include pending actions

Employer Account Identification Information

EAN: **1000**

FEIN: **10**

Employer Account Subjectivity Information

DBA:

Converted Employer: **No**

Subjectivity Date: **4/1/2009**

Registration Initiated By: **Employer**

Registration Date: **7/31/2009**

Date of First Wages: **4/1/2009**

[Subjectivity Reason:](#) **Payroll - All Others**

Employer Account Status Information

[Employer Status:](#) **Active**

[Suspension Date:](#) **No**

[Bankruptcy Date:](#) **No**

Click on 'UI Contribution Rate' to view history associated with it.

Not Applicable

Not Applicable

Not Applicable

Employer Account Rate Information

[UI Contribution Rate:](#) **2.83%**

[UJI Contribution Rate:](#) **0%**

UI Rated Year: **2011**

UHI Rated Year: **Not Available**

Employer Account Business Information

[Legal Entity Type:](#) **LLC (single owner)**

[Reporting Method:](#) **Contributory**

[Business Type:](#) **Other**

[NAICS:](#) **519190 All Other Information Services**

Incorporation/Formation State: **Massachusetts**

Incorporation/Formation Date: **4/1/2009**

Has multiple reporting units?: **No**

Using Leasing Company?: **No**

501(c)3: **No**

Electronic File Waiver: **No**

Employer Account Action Information

[Status Determination Pending:](#) **No**

Appeal Pending: **No**

For additional information regarding any Employer Account transaction, refer to the Event Log.

[Previous](#)

3. The history will appear as shown in the screenshot below.



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[Staff Home](#)

[Administrative Services](#)

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► [Benefit Paid Charge](#)

UI Contribution Rate History

Date and Time Changed	Effective Begin Date	Experience Rate	Adjusting User Name
9/1/2009 9:14:50 AM	4/1/2009	2.830%	unknown

[Previous](#)

ADDRESS INFORMATION

Introduction	This section of the document will explain how an authorized user can view the primary address information on an employer account and modify it when necessary. An employer account can have up to six different types of addresses; only one address can exist per type. The six types are: Physical Location, Legal, Mailing, Business Records Location, Wage and Separation and Benefits Charge.
Helpful Hints	It is possible for an employer to have reporting units attached to the primary account. In that case, two types of addresses are allowed on each reporting unit: Physical Location and Wage and Separation. However, address maintenance for reporting units is not possible on the 'Address Information' page that is discussed in this section. Please refer to the 'Maintain Reporting Units' section for Reporting Unit address maintenance.

Step-by-Step Instructions:

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the link 'Address Information' from the list of available maintenance functions. The screen shown below will appear.

NOTE: If you wish to see the log of events associated with address changes in the past, click on 'View Employer Address History'.

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- Maintain Owners/Officers
- Maintain Employer Reporting Units
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- UI Contribution Rate Maintenance
- Suspend Employer Account
- Voluntary Contribution
- Third Party Administrator (TPA) Authorization

Employer Information

Employer Account Number: 1000 Employer Name: Employer

Address Information


Select the type of address to add or update an address for a reporting unit, select

Address Type	Address	City	State	Zip Code	Employer/TPA
Legal	19 STANIFORD ST	BOSTON	MA	021142502	Employer
Physical Location	19 STANIFORD ST	BOSTON	MA	021142502	Employer
Mailing					
Business Records Location					
Wage and Separation					
Benefits Charge					

[View Employer Address History](#)

[Correspondence Preferences](#)

3. Click on the address type you wish to view and/or modify.
4. On the address details page, make changes as necessary and click on 'Save'. Otherwise, return to the previous menu by clicking on 'Previous'.



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Change Password | Logoff
* Indicates Required Field

Employer Home

FAQ/Contact Us

Account Maintenance

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- Maintain Owners/Officers
- Maintain Employer Reporting Units
- Request Worker Status Determination
- UI Contribution Rate Maintenance
- Suspend Employer Account
- Voluntary Contribution
- Third Party Administrator (TPA) Authorization
- View Employer Name Change History

Benefit Change Activities

Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Modify Address

Enter address information below and click 'Save'.

Address Type:	Legal	
Attention:	<input type="text"/>	
Address Line 1:	19 STANIFORD ST	*
Address Line 2:	<input type="text"/>	
City:	BOSTON	*
State:	MA - Massachusetts	▼
Zip Code:	02114-2502	
Country:	US - United States Of America	* ▼
Phone:	6170000000	ext: <input type="text"/>
Fax:	<input type="text"/>	
E-Mail:	abc@detma.org	

Previous
Save

5. Viewing/modifying address information is complete.

MAINTAIN EMPLOYER NAME

Introduction

This section of the document will explain how an authorized user can modify an employer's legal and/or DBA name. In order to change the legal entity name with DUA, the employer should have obtained Articles/Certificate of Amendment from the Secretary of State. The Articles/Certificate of Amendment must be attached to the printed confirmation of legal name change request and received by DUA within 30 days for the request to be approved. Upon receipt of documents, DUA staff will review them and deny or allow the request. If 30 days have passed since the initiation of the request without the receipt of documents, the name change request will be cancelled automatically. It is also possible to view the name change history associated with an employer account.

Step-by-Step Instructions:

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the 'Maintain Employer Name' link from the list of available maintenance functions. The screen shown below will appear. Enter the new legal name and/or 'Doing Business As' name and click on 'Next'.

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- [Address Information](#)
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- [Maintain Employer Reporting Units](#)
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- [Third Party Administrator \(TPA\) Authorization](#)
- [View Employer Name Change History](#)

[Benefit Charge Activities](#)

[Collections](#)

[Correspondence](#)

[Employment and Wage Data](#)

Employer Information

Employer Account Number: **100C** Employer Name: **Employer**

Legal Name Change Request

In order to change your Corporate Legal Name with this Agency, you must first have obtained Articles/Certificate of Amendment from the Secretary of State. The Articles/Certificate of Amendment must be attached to your printed Confirmation of Legal Name Change Request and received by this Agency within 30 days in order for your request to be approved.

Note: If this name change is the result of a re-organization, acquisition, merger or formation of an entity with a new Federal Employer Identification (FEIN) being formed, DO NOT use the Legal Name Change Process. Complete a new Employer Account Number for the new entity.

Current Legal Name: **Employer**

New Legal Name:

Contact Name:

Contact Phone: ext.

Doing Business As (DBA) Name Change

Current Doing Business As (DBA) Name:

New Doing Business As (DBA) Name:

[Next](#)

3. On the subsequent page, you will be asked to confirm your chosen name change request(s). Please confirm the name change by clicking 'Submit' or return to the previous page if required.

- Upon you confirming the name change request, the following page will appear.

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- [Maintain Employer Name](#)**
 - [Maintain Owners/Officers](#)
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 - [Request Worker Status Determination](#)
 - [UI Contribution Rate Maintenance](#)
 - [Suspend Employer Account](#)

Employer Information

Employer Account Number: 1000 Employer Name: Employer

Legal Name Change Request



Your Legal Name Change Request has been received and is being processed by this Agency.

Print this page and attach it to a copy of your Articles/Certificate of Amendment from the Secretary of State and mail this Agency to be received no later than 12/5/2009. If this Agency does not receive this documentation by said date, your Legal Name Change Request cannot be processed and your Legal Name will not be changed. You may be contacted by Agency staff for additional information.

Requested Legal Name: XXXXXX

[Home](#)

View Employer Name Change History:

- Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
- Click on the 'View Employer Name Change History' link from the list of available maintenance functions.

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- [Address Information](#)
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- [Maintain Employer Name](#)
- [Maintain Owners/Officers](#)
- [Maintain Employer Reporting Units](#)

Employer Information

Employer Account Number: 1000 Employer Name: Employer

Name Change Historical Information

Date Range: From: To:

[Search](#) [Reset](#)

- Enter a date range if you wish to limit the search results to a specific period of time. Click on 'Search'.
- The name change history will be displayed (if previous name changes exist).

If	Then
The name change is the result of a re-organization, acquisition, merger or formation of an entity with a new Federal Employer Identification (FEIN).	The legal name change process cannot be used. A new employer registration must be completed.

MAINTAIN OWNERS/OFFICERS


Introduction	This section of the document will explain how an authorized user can view/modify/add owner/officer information.
Helpful Hints	<ul style="list-style-type: none"> The combined ownership percentage of all owners on the account cannot exceed 100%. It is not possible to add a second owner/officer when the business type is sole proprietorship. The owner can be an individual owner or a legally formed entity. The ownership information that can be added to an account is limited to five.

Step-by-Step Instructions:

Viewing owner/officer information:

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the 'Maintain Owners/Officers' link from the list of available maintenance functions. The screen shown below will appear and you can view the owner/officer information.

NOTE: If you wish to see the history associated with the owner/officer information, click on 'Link to Previous Owner/Officers'.


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 ▶ **[Maintain Owners/Officers](#)**
 ▶ [Maintain Employer Reporting Units](#)
 ▶ [Request Worker Status Determination](#)
 ▶ [US Constitution Data](#)

Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Owner/Officer Information

Please select "Update" to add or modify Owner/ Officer Information.

Title	Name	Address	SSN/FEIN	Percentage of Ownership
Other	Doe, John	19 Staniford St, Boston, MA 02114-2502	001-	100%

[Link to Previous Owner/Officers](#)

[Home](#) [Update](#)

Modifying owner/officer information:

1. Follow the steps outlined in section 'Viewing owner/officer information'.
2. Click on 'Update' to modify owner/officer information. The following screen will appear.

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* Indicates Required Field

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- Suspend Employer Account
- Voluntary Contribution
- Third Party Administrator (TPA) Authorization
- View Employer Name Change History

Benefit Charge Activities

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Correspondence

Employment and Wage Detail Reporting

History

Payment Information

User Maintenance

Employer Information

Employer Account Number: **1000-** Employer Name: **Employer**

The following issue was detected with your submission:

Notices

- ☒ Ownership percentage may not exceed 100%

Add Owner/Officer Information

Scroll down to see list of Owners/Officers.

If Owner/Officer is a legally formed entity, please provide Legal Entity Name and Federal Employer Identification Number.

First Name:

Middle Initial:

Last Name:

SSN:

Legal Entity Name:

FEIN:

Is the owner/officer compensated for their services?: ☐ Yes ☐ No*

Additional Information

For Address fields, enter home address information.

Address Line 1: *

Address Line 2:

City: *

State:

Zip Code:

Country: *

E-Mail:

Business Title: *

Percent of Ownership: *

First Date of Ownership/Appointment:

If you need to add more owners/officers for this employer, enter the necessary information in the table above and click on "Add" to add it to the list in the bottom section of the page. You may not enter more than 5 owner/officers.

Click on the Radio button to select this record.

Radio	Type	Name	SSN/FEIN	Contact Information	% Ownership
<input type="radio"/>	Other	Doe, John	001-	19 Staniford St, Boston, MA 02114-2502	100
Total Owners:			1	Total Percentage:	100%

- To Modify- Click corresponding radio button for an Owner/Officer and select Modify.
- To Inactivate- Click corresponding radio button for an Owner/Officer and select Modify. Then enter last date of ownership.
- To Save- When you have finished modifying Owner/Officer, select 'Submit' to commit information to the system.

3. Choose the owner/ officer record you wish to modify by clicking on the radio button and click 'Modify'.
4. Enter the information you wish to modify.
5. To inactivate an existing owner/officer enter the effective end date of ownership.
6. Click on 'Submit' to complete the modification.

Adding owner/officer information:

1. Follow the steps outlined in section 'Viewing owner/officer information'.

2. Click on 'Update' to modify the owner/officer information.

3. On the screen that appears below, enter the owner/officer information and click on the 'Add' button.

NOTE: If you are adding a legal entity as owner/officer, the only identifying information provided should be the name of the Legal Entity and FEIN. If an individual is being added as owner/officer, the only identifying information provided should be the individual's name and SSN. **Do not enter both sets of identifying information under the same record.**

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Change Password | Logoff

Employer Home

FAQ/Contact Us

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* Indicates Required Field

Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

The following issue was detected with your submission:

Notices

- Ownership percentage may not exceed 100%

Add Owner/Officer Information

Scroll down to see list of Owners/Officers.

If Owner/Officer is a legally formed entity, please provide Legal Entity Name and Federal Employer Identification Number.

Complete the information requested in this section to add owner/officer information.

First Name:

Middle Initial:

Last Name:

SSN:

Entity Name:

FEIN:

Is the owner/officer compensated for their services?: ☐ Yes ☐ No*

Additional Information

For Address fields, enter home address information.

Address Line 1: *

Address Line 2:

City: *

State:

Zip Code:

Country: *

E-Mail:

Business Title: *

Percent of Ownership: *

First Date of Ownership/Appointment:

If you need to add more owners/officers for this employer, enter the necessary information in the table above and click on "Add" to add it to the list in the bottom section of the page. You may not enter more than 5 owner/officers.

Click on 'Add' to add a new owner/officer record

Review/Select Owner/Officer Information

	Title	Name	SSN/FEIN	Contact Information	% Ownership
<input type="radio"/>	Other	Doe, John	001	19 Stanford St, Boston, MA 02114-2502	100
Total Owners:			1	Total Percentage:	100%

- To Modify- Click corresponding radio button for an Owner/Officer and select Modify.
- To Inactivate- Click corresponding radio button for an Owner/Officer and select Modify. Then enter last date of ownership.
- To Save- When you have finished modifying Owner/Officer, select 'Submit' to commit information to the system.

4. The following screen will appear with the new owner/officer information added. Click 'Submit' to confirm your changes.

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* Indicates Required Field

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- **Maintain Owners/Officers**
- Maintain Employer Reporting Units
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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

The following issue was detected with your submission:

Notices

- ☒ Ownership percentage may not exceed 100%

Add Owner/Officer Information

Scroll down to see list of Owners/Officers.

If Owner/Officer is a legally formed entity, please provide Legal Entity Name and Federal Employer Identification Number.

First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
SSN:	<input type="text"/>
Legal Entity Name:	<input type="text"/>

Additional Information

For Address fields, enter home address information.

Address Line 1:	<input type="text"/>	*
Address Line 2:	<input type="text"/>	
City:	<input type="text"/>	*
State:	MA - Massachusetts	v
Zip Code:	<input type="text"/>	
Country:	US - United States Of America	*
Email:	<input type="text"/>	
Business Title:	Select One	*
Percent of Ownership:	<input type="text"/>	*
First Date of Ownership/Appointment:		

If you need to add more owners/officers for this employer, enter the necessary information in the table above and click on "Add" to add it to the list in the bottom section of the page. You may not enter more than 5 owner/officers.

Add

Review/Select Owner/Officer Information

	Title	Name	SSN/FEIN	Contact Information	% Ownership
<input type="radio"/>	Other	Doe, John	001	19 Staniford St, Boston, MA	50
<input type="radio"/>	Other	B, Joe	900	19 Staniford St, Boston, BOSTON, MA 02114	50
Total Owners:			2	Total Percentage:	100%

- To Modify- Click corresponding radio button for an Owner/Officer and select Modify.
- To Inactivate- Click corresponding radio button for an Owner/Officer and select Modify. Then enter last date of ownership.
- To Save- When you have finished modifying Owner/Officer, select 'Submit' to commit information to the system.

Modify

Submit

Cancel

Click 'Submit' to confirm your changes.

5. This process is complete.

If	Then
Change of owner/officer information is due to purchase or sale of a business	You must use the process 'Provide information on the sale or purchase of a business.'

MAINTAIN EMPLOYER REPORTING UNITS

Introduction	This section of the document will explain how an authorized user can view/add/modify an employer reporting unit. Additional reporting units can be added to an employer account when the business has multiple reporting units or for administrative reasons. Each reporting unit can have its own NAICS code, 'Doing Business As' (DBA) name, physical location/wage and separation address.
Helpful Hints	<ol style="list-style-type: none"> 1. The physical location for a reporting unit can never be modified. If the physical location of a reporting unit has to be changed, then the existing unit has to be inactivated and a new reporting unit has to be created. 2. All registered employers within the system are defaulted to the '00000' reporting unit.

Step-by-Step Instructions:

Viewing Employer Reporting Units:

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the 'Maintain Employer Reporting Units' link from the list of available maintenance functions. The screen shown below will appear. Click on the reporting unit number to view the reporting unit profile.

NOTE: Reporting units that have been inactivated can be viewed by clicking on link 'View Inactive Reporting Unit'.

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- Maintain Employer Reporting Units**
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- Voluntary Contribution
- Third Party Administrator (TPA) Authorization
- View Employer Name Change History

Employer Information
Employer Account Number: **1000** Employer Name: **Employer**

Maintain Reporting Units
Employer Unit Identifier: Reporting Unit Number: Unit DBA Name:

Active

Reporting Unit Number	Unit DBA	Employer Unit Identifier	Address	City	Zip Code	State Wide
00000		0000	19 STANIFORD ST	BOSTON	021142502	

Select the [Reporting Unit Number](#)® link to update existing reporting unit information or to inactivate a reporting unit.

[View Inactive Reporting Units](#)
[Add New Reporting Unit](#)

Click here to view/modify details of this unit.

- The following page will open upon clicking the reporting unit number.

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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Reporting Unit Historical Information

[View History](#) Click here to view history.

Review/Update Reporting Unit

Use this section to modify unit information. Click Next to submit this information. If the physical address has changed for this reporting unit, you will need to inactivate this reporting unit and create a new reporting unit.

Reporting Unit Number: **00000**

[Employer Unit Identifier](#) [?]

Address: **19 STANIFORD ST
BOSTON, MA 02114-2502
United States Of America**

Phone: **617-000-0000 ext:**

Email: **abc@detma.org**

NAICS Code: **519190 - All Other Information Services**

Unit Wage and Separation Address

☐ Check the box if you would like to receive requests for Wage and Separation information at the Physical Location for this reporting unit. If you do not enter a new address, all requests for Wage and Separation information will be sent to the default Wage and Separation address established during the registration process.

Address: **MA
United States Of America**

Email:

[Previous](#)

- The historical information associated with a reporting unit can be viewed by clicking 'View History' on the page shown above.

NOTE: The historical information is a log of events associated with the changes made on the reporting unit's NAICS Code, Wage and Separation address and account status.

Modifying / Inactivating Employer Reporting Unit:

- Follow the first 3 steps outlined in 'Viewing Employer Reporting Unit' to arrive at the reporting unit page on which you wish to make changes.
- The page will appear as shown below.

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Employer Information

Employer Account Number: **1000**
Employer Name: **Employer**

Reporting Unit Historical Information

[View History](#)

Review/Update Reporting Unit

Use this section to modify unit information. Click Next to submit this information. If the physical address has changed for this reporting unit, you will need to inactivate this reporting unit and create a new reporting unit.

Reporting Unit Number: **00001**

Reporting Unit Doing Business As (DBA) Name:

[Employer Unit Identifier](#) #:

Attention:

Address Line 1: **XXXXX**

Address Line 2:

City: **Boston**

State: **Massachusetts**

Zip: **02114**

Country: **United States Of America**

Phone: ext:

International Phone:

Fax:

International Fax:

Email: **aaa@detma.org**

NAICS Code: **519190 - All Other Information Services**

Complete this section to modify reporting unit information.

Inactivate Reporting Unit

Use this section to inactivate this unit.

Inactivate Reporting Unit?: ☐

Date of Last Wages for this Reporting Unit:

Is this unit being inactivated due to a sale of the unit? ☐ Yes ☐ No

Is this unit being inactivated due to a move? ☐ Yes ☐ No

Other?:

Unit Wage and Separation Address

☐ Check the box if you would like to receive requests for Wage and Separation information at the Physical Location for this reporting unit. If you do not enter a new address, all requests for Wage and Separation information will be sent to the default Wage and Separation address established during the registration process.

Attention:

Address Line 1:

Address Line 2:

City:

State: **MA - Massachusetts**

Zip Code:

Country: **US - United States Of America**

Phone: ext:

International Phone:

Fax:

International Fax:

Email:

Complete this section to inactivate unit.

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[Next](#)

3. Make changes to NAICS code or unit wage and separation address as desired. Proceed to step 6 for instructions to inactivate this reporting unit.

NOTE: The details associated with the primary reporting unit cannot be modified.

4. Click 'Next' at the bottom of the page to submit your changes.

5. On the next page, you will be asked to confirm your changes. Confirm your changes by clicking 'Save'. The modification action will be completed.
6. Continued from step 3: In order to inactivate the unit, complete the information requested in the section 'Inactivate Reporting Unit' of the page (shown in step 2).
7. You will be asked to confirm the inactivation. Upon your confirmation, the unit will be inactivated and the following page will appear.

NOTE: If the inactivation is due to sale of the unit, you will be redirected to the 'Experience Transfer' process, and you must continue to provide information on that. Please refer to the section on experience transfer - 'Provide information on the Sale or Purchase of a Business' for additional information.

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- Maintain Owners/Officers
- Maintain Employer**

Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Reporting Unit Inactivated

You have inactivated reporting unit 00001 . .

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Reactivating Employer Reporting Unit:

1. Follow the first 2 steps outlined in 'Viewing Employer Reporting Unit' to arrive at the reporting unit profile to be re-activated.
2. Click on 'View Inactive Reporting Units'. The following window will appear.

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- Third Party Administrator (TPA) Authorization

Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Maintain Reporting Units

Employer Unit Identifier: Reporting Unit Number: Unit DBA Name:


Reactivate Reporting Unit

Employer Unit Identifier	Reporting Unit Number	Unit DBA Name	Address	City	Zip Code
	00001		XXXXXX	Boston	02114

To reactivate a reporting unit at the existing address, select the Reporting Unit Number link. If the reporting unit you want to reactivate is no longer at the Physical location, select [Add New Reporting Unit](#)

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3. Click on reporting unit that needs to be reactivated. Provide the information necessary to reactivate the account and click 'Reactivate'.



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* Indicates Required Field

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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Reporting Unit Historical Information

[View History](#)

Reactivate Reporting Unit

If the Physical Location has changed for this reporting unit, you will need to add a new reporting unit.

Reporting Unit Information

Reporting Unit Number:	00001	
Reporting Unit Doing Business As (DBA) Name:	<input type="text"/>	
Employer Unit Identifier:	<input type="text"/>	
Date of Last Wages Paid for this Reporting Unit:	6/1/2009	
Date Wages Paid Resumed:	<input type="text"/>	*
NAICS Code:	519190 - All Other Information Services	Change NAICS Code
Address:	XXXXX	
City:	Boston	
State:	MA	
ZIP Code:	02114	
Country:	US	
Phone:	<input type="text"/>	*

[Previous](#)
[Reactivate](#)

4. You will be asked to confirm the reactivation. Upon your confirmation the account will be reactivated and will appear in the list of active reporting units.

Adding a New Reporting Unit:

1. Follow the first 2 steps outlined in 'Viewing Employer Reporting Unit'.
2. Click on 'Add New Reporting Unit' to add a new unit. The following page will appear. Provide all the information about the new unit and click 'Next'.

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* Indicates Required Field

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Employer Information

Employer Account Number: **1000**

Employer Name: **Employer**

Add Reporting Unit

Please enter the physical address information for this reporting unit.

Reporting Unit Number: 1 ☐ Check this box if this is a [State-Wide Unit](#)®

Reporting Unit Doing Business As (DBA) Name:

[Employer Unit Identifier](#)®:

Date of First Wages Paid for this Reporting Unit:

Attention:

Address Line 1:

Address Line 2:

City:

State:

MA - Massachusetts

Zip Code:

Country:

US - United States Of America

Phone:

ext:

Fax:

E-Mail:

NAICS Code:

519190 - All Other Information Services

[Change NAICS Code](#)

Is this Reporting Unit being created as a result of the purchase or sale of a business? ☐ Yes ☐ No*

Is this Reporting Unit being created as a result of a move? ☐ Yes ☐ No*

Reporting Unit Wage and Separation Address

☐ Check the box if you would like to receive requests for Wage and Separation information at the Physical Location for this reporting unit. If you do not enter a new address, all requests for Wage and Separation information will be sent to the default Wage and Separation address established during the registration process.

Attention:

Address Line 1:

Address Line 2:

City:

State:

MA - Massachusetts

Zip Code:

Country:

US - United States Of America

Phone:

ext:

International Phone:

Fax:

International Fax:

E-Mail:

Reporting Unit Location Details

Which one of these statements best describes this location?

☐ This location mainly provides goods or services to the general public (that is, to individual consumers, other businesses, organizations, or institutions).

☐ This location mainly supports other locations of this company. For example, this is a special purpose facility such as a headquarters, warehouse, data processing center, laboratory, or repair shop.

*

[Next](#)

[Cancel](#)

5. You will be asked to confirm the details of the new reporting unit on the following page. Upon confirmation, the following page will appear, with the new reporting unit number.

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• **Maintain Employer Reporting Units**

• [Request Worker Status Determination](#)

Employer Information

Employer Account Number: **1000**

Employer Name: **Employer**

Confirmation of Unit Creation

You have successfully created this unit. The assigned unit number is 00001

To assign a TPA to this Reporting Unit go to Assign and Maintain TPA or click Home to return to Maintain Units home page.

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Output 1	A new reporting unit will be assigned its unique 'Reporting Unit Number'.
Output 2	The employer account will be updated with the latest reporting unit information.


If	Then
Addition/Inactivation/ Reactivation of reporting unit is due to sale or purchase	User will be directed to the process - 'Provide information on the purchase or sale of a business'.

CHANGE METHOD OF PAYMENT

Introduction	<p>This section of the document will explain how an authorized user can submit a request to change the method of payment on an employer account. An eligible employer can elect to change the payment method from reimbursable to contributory or from contributory to reimbursable. In order to be eligible the employer must be a private non-profit employer or a Governmental entity. If a private non-profit employer is requesting that the status be changed to reimbursable, the employer's 501(c)(3) Federal Exemption Letter must be received and/or be on file for the change to take effect. Governmental employees do not need to provide the 501(c)(3) letter to change their status to reimbursable. If your request is to change from reimbursable to contributory status, no documentation is required.</p>
Helpful Hints	<ul style="list-style-type: none">• A payment method can be elected only when (1) the annual election window for requesting change of payment method is open for the employer or (2) Employer is registering for the first time and indicates 501(c)(3) status or is a governmental employer.• The annual election window is from the 1st of September to the 1st of December for private non-profit employers; governmental employers can elect a change in payment method between the 1st of September and the 31st of December.• When a change in the method of payment is requested by eligible employers during the annual re-election window, the new payment method will take into effect on 01-Jan of the next year.• If an employer indicates 501(c)(3) status during registration, then they will be initially assigned contributory status. If the 501(c)(3) exemption letter is received within a period of 30 days from registration, the status will be changed to reimbursable, effective from their subjectivity date.

Step-by-Step Instructions:

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the 'Change Payment Method' link from the list of available maintenance functions. The following page will appear. Enter the requested information to complete your changes.



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* Indicates Required Field

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Employer Information

Employer Account Number: **72**
Employer Name: **INC**

Change Method of Payment

You are classified as an employer who is eligible to elect to change their current method of payment. E.g. [Reimbursable](#)® to Contributory or [Contributory](#)® to Reimbursable.

Before changing or selecting a method of payment you are encouraged to review the details of each method of payment and select the one which best suits your organization. For more information on both methods of payment click [here](#)®.

Please let us know who we should contact regarding the information provided.

First Name:

*

Last Name:

*

Business Title:

*

Telephone Number:

* ext.


☐ I elect to change the method of payment effective January 1, 2010. I understand that the election must remain in force for a minimum of two calendar years per Massachusetts General Law.*

Submit

3. Click on 'Submit' to complete your changes. A confirmation will appear as shown below.

NOTE: If Employer payment method is currently contributory, the system will change the payment method to reimbursable on the effective date, provided the federal exemption letter 501(c)(3) letter is received by DUA within a period of 30 days. If the Employer payment method is currently reimbursable, the system will change the payment method to contributory on the effective date. A confirmation will appear as shown in the screen below.

If you wish to rescind your election, you can do so before the election window closes. In order to make the change, you must contact DUA, before the annual election window closes.



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Employer Information

Employer Account Number: **72**
Employer Name: **INC**

Change Method of Payment

The election to change method of payment has been received. Effective January 1, 2010 the payment method for this account will be Contributory.

If you wish to rescind this election you must contact Agency staff prior to January 1st.


WORKER STATUS DETERMINATION

Introduction

This section of the document will explain how an authorized user can request a worker status determination. Upon your submission of the request, DUA staff will review your request and make a status determination. You will be notified of the status determination once a decision is made.

Step-by-Step Instructions:

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the 'Request Worker Status Determination' link from the list of available maintenance services. The screen shown in the next page will be displayed.



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* Indicates Required Field

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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Request for Determination

This form must be completed in full. Information will not be saved if you do not submit.

☒ Employer-Employee Relationship (Section 2)
☐ Services Performed in Massachusetts (Section 3)
☐ Excepted Services (Section 6) Subsection

Employer Information

FEIN:

EAN:

Employer Name: **Employer**

DBA Name:

Address: **19 STANIFORD ST
BOSTON, MA 02114-2502
United States Of America**

Phone: **617-000-0000 ext:**

Owner/Officer First Name:

Owner/Officer Last Name:

Employer's Principle Business:

Entity Type:

Occupation in Question:

Wage Reporting Periods

	Full Quarter	Full Quarter	Full Quarter	Full Quarter	Partial Quarter	Total Gross Wages PAID
From	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
To	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Wages	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Enter the information required to submit the request for worker status determination. Click on 'Submit'.
4. A page will be displayed confirming that your request has been submitted.

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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Determination Request Confirmation

Status Determination has been initiated.

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TPA AUTHORIZATION

Introduction	This section of the document will explain how an authorized user can create or maintain a Third Party Administrator (TPA) relationship on an employer account. The process begins when an employer elects to update the current relationship with a TPA or create a new TPA relationship. During this process, the functions that the TPA can perform on behalf of the employer are established by role assignment. The process ends with a correspondence being generated to the TPA.
Helpful hints.	Two different TPA accounts can never be associated to the same employer role.

Step-by-Step Instructions:

Create a new TPA relationship:

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the 'Third Party Administrator (TPA) Authorization' link from the list of available maintenance services. The following screen will appear.

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Employer Information

Employer Account Number: 1000. Employer Name: Employer

Third Party Administrator (TPA) Authorization

Using either the TPA Name or TPA ID you may search for an existing Third Party Administrator that was previously assigned to your account.

To see all TPAs associated with your account press Search without entering any search criteria.

TPA Name:

TPA ID:

Role: All

Select Link for [Role Definitions](#) ⓘ

Select 'New' to assign a new TPA to your account. In order to assign a new TPA to your account, you must have their TPA ID (contact your TPA to get this information).

3. Click on 'New' to create a new TPA relationship. The following screen will be displayed. Enter the TPA ID you wish to assign to the employer account and click 'Next'.

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Employer Information


Employer Account Number: 1000. Employer Name: Employer

Assign Third Party Administrator (TPA)

In order to authorize a Third Party Administrator (TPA) for your account you must have their TPA ID (contact your TPA to obtain this information). To begin the TPA authorization process, please enter the TPA ID in the field below and select 'Next'.

TPA ID ⓘ: *

- On the page that is displayed, enter the start and end dates for the assignment. Check the boxes against roles that you wish to grant to the TPA.



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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Third Party Administrator (TPA) Information

TPA ID: **100** TPA Name: **TPA**

TPA Details

Enter the date that this TPA will begin performing services for your organization. Enter the date that this TPA will cease performing services for your organization. If you choose not to enter an end date, the TPA will be authorized to perform services on your account indefinitely.

Using the check boxes in the 'Add' and 'Remove' columns, assign the TPA to the roles(s) you would like them to perform.

TPA Services Begin Date:

TPA Services End Date:

Assigned Roles

To assign and unassign TPA roles to individual reporting units select the Assigned Units link in the Modify column. This will open the window where you can assign roles by business unit.

The system will, as a default, assign a TPA role to all reporting units unless you change the units assigned to each role.

Click the checkbox in the 'Remove' column to un-assign this role to the selected TPA.

No records found...

Un-assigned Roles

Select the checkbox in the Add column to assign this role to the selected TPA, then press "Save". If you press "Previous", or do not press "Save" after checking your selection, role assignment selections will be lost.

Note that all Roles not assigned to TPAs can only be performed by the employer.

Add	Role
<input type="checkbox"/>	Account Maintenance Update and Submit *
<input type="checkbox"/>	Account Maintenance View Only
<input type="checkbox"/>	Benefit Charges Protest Submission *
<input type="checkbox"/>	Benefit Charges View Only
<input type="checkbox"/>	Payments Update and Submit *
<input type="checkbox"/>	Payments View Only
<input type="checkbox"/>	Employment and Wage Detail Update and Submit *
<input type="checkbox"/>	Employment and Wage Detail View Only
<input type="checkbox"/>	Wage and Separation Mailing *

Previous

Save

- Click on 'Save' and the TPA relationship will be established.

Modifying TPA Relationship:

- Follow the first 2 steps outlined in 'Create a new TPA relationship'. The screen shown below will appear.
- If you wish to limit your search to a specific TPA, enter the TPA name or ID. Click on 'Search'. Alternatively, click on 'Search' without entering any search criteria to see all TPA(s) associated with the account.
- The search results will appear as shown below. Click on the TPA ID to update the account.

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Employer InformationEmployer Account Number: **1000**Employer Name: **Employer****Third Party Administrator (TPA) Authorization**

Using either the TPA Name or TPA ID you may search for an existing Third Party Administrator that was previously assigned to your account.

To see all TPAs associated with your account press Search without entering any search criteria.

TPA Name: TPA ID: Role: **All**[Search](#)[Reset](#)**Results**

To update a TPA's role or to remove a TPA from your account, select the TPA from the list below.

TPA ID	TPA Name	TPA Services Begin Date	TPA Services End Date	Role(s)
100	TPA	11/6/2009		Account Maintenance Update and Submit Benefit Charges Protest Submission Employment and Wage Detail Update and Submit Payments Update and Submit Wage and Separation Mailing

Select Link for [Role Definitions](#)®

Select 'New' to assign a new TPA to your account. In order to assign a new TPA to your account, you must have their TPA ID (contact your TPA to get this information).

[Home](#)[New](#)

4. The following page will appear. If you wish to manage only existing role assignments to reporting units, click on 'Assigned Units' as shown below. Proceed to step 6 if you have to perform additional functions.

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Employer InformationEmployer Account Number: **1000**Employer Name: **Employer****Third Party Administrator (TPA) Details**

To assign and un-assign TPA roles or to remove the TPA from your account select the 'Modify' button.

TPA ID: **101**TPA Name: **TPA**Address: **XXXXX****Boston, MA 02114****United States Of America**Phone: **617-000-0000 ext:**E-Mail: **xyz@**TPA Service Begin Date: **11/6/**

TPA Service End Date:

[Modify](#)

Click here to modify all role assignments or terminate association.

Assigned Roles

To assign and un-assign TPA roles to individual reporting units select the Assigned Units link in the Modify column. This will open the window where you can assign roles by business unit.


The system will, as default, assign a TPA role to all individual reporting units unless you change the roles assigned to each unit.

Role	Reporting Unit Number	Reporting Unit Name	Modify
Account Maintenance Update and Submit	0000 0001	Employer, Boston Employer, Boston	Assigned Units
Benefit Charges Protest Submission	0000	Employer, Boston	Assigned Units
Employment and Wage Detail Update and Submit			Assigned Units
Payments Update and Submit	0001	Employer, Boston	Assigned Units
Wage and Separation Mailing	0000 0001	Employer, Boston Employer, Boston	Assigned Units

Click here to manage existing role assignments to reporting units.

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- The following screen will appear. Add or remove reporting units to this specific role by using checkboxes. Click on 'Save'. The reporting units will now be assigned/unassigned.



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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Third Party Administrator (TPA) Information

TPA ID: **10** TPA Name: **TPA**

Assigned Role

Account Maintenance Update and Submit

In order to add or remove a reporting unit assignment, please select the appropriate check-box, then click 'Save'. If you do not click 'Save', or click 'Previous', changes to role assignment will be lost.

Assigned Employer Reporting Units ■ Unassign All

Remove	Reporting Unit Number	Name
<input type="checkbox"/>	0000	Employer, BOSTON
<input type="checkbox"/>	0001	Employer, Boston

Un-assigned Employer Reporting Units ■ Assign All

No records found...

Previous
Save
Next

- Click on 'Modify' as shown in the screenshot from step 3. The following window will appear. If you wish to end the TPA association with your employer account, enter a date in the field 'TPA Services End Date'.

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* Indicates Required Field

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[Benefit Charge Activities](#)[Collections](#)[Correspondence](#)[Employment and Wage Detail](#)[Reporting](#)[History](#)[Payment Information](#)[User Maintenance](#)**Employer Information**

Employer Account Number: 1000

Employer Name: Employer

Third Party Administrator (TPA) Information

TPA ID: 100

TPA Name: TPA

TPA Details

Enter the date that this TPA will begin performing services for your organization. Enter the date that this TPA will cease performing services for your organization. If you choose not to enter an end date, the TPA will be authorized to perform services on your account indefinitely.

Using the check boxes in the 'Add' and 'Remove' columns, assign the TPA to the role(s) you would like.

TPA Services Begin Date: 11/6/2009

TPA Services End Date:

Enter end date

Assigned Roles

To assign and unassign TPA roles to individual reporting units select the Assigned Units link in the Modify column. This will open the window where you can assign roles by business unit.

The system will, as a default, assign a TPA role to all reporting units unless you change the units assigned to each role.

Click the checkbox in the 'Remove' column to un-assign this role to the selected TPA.

Remove	Role	Modify
<input type="checkbox"/>	Account Maintenance Update and Submit	Assigned Units
<input type="checkbox"/>	Employment and Wage Detail Update and Submit	Assigned Units
<input type="checkbox"/>	Wage and Separation Mailing	Assigned Units

Check here to remove this role

Un-assigned Roles

Select the checkbox in the Add column to assign this role to the selected TPA, then press "Save". If you press "Previous", or do not press "Save" after checking your selection, role assignment selections will be lost.

Note that all Roles not assigned to TPAs can only be performed by the employer.

Add	Role
<input type="checkbox"/>	Account Maintenance View Only
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	Employment and Wage Detail View Only

Check here to add this role

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- If you wish to change role assignments to this TPA, use the checkboxes in columns 'Add' or 'Remove' as necessary (as shown in above screen).
- Click 'Save' to update record with your changes.


VIEW RATE NOTICE

Introduction

This section of the document will explain how an authorized user can view the current tax rate notice for an employer account.

Step-by-Step Instructions:

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the 'View Rate Notice' link from the list of available maintenance services. The following screen will appear with rate information.


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Employer Information

Employer Account Number: **10** Employer Name: **Employer**

Employer's Unemployment Insurance Contribution Rate Statement of Account Balance

The following factors were used when calculating your 2009 Unemployment Insurance (UI) Experience Rate

Your Beginning Account Balance as of 10/01/2007:	\$0.00
Plus Contributions Paid through 10/31/2008:	\$0.00
Minus the Benefit Charges to your account:	\$0.00
Minus Refunds of UI Taxes:	\$0.00
Minus the Solvency Assessment on your account:	\$0.00
Account Balance Adjustments (+ or -):	\$0.00
Any transfer of Excess Reserves (+ or -):	\$0.00
Equals your Ending Account Balance:	\$0.00
Wages Subject to Contributions as of 09/30/2008:	\$0.00
Reserve Percentage (Ending Account Balance/Wages Subject to contributions):	0.00 %
This Reserve Percentage has been applied to 2009	
Experience Rate Schedule E resulting in a 2009 UI Contribution Rate of:	6.14 %
The 2009 Workforce Training Fund rate is:	0.06 %
Your 2009 UHI Contribution Rate is:	0.12 %

[Home](#)

The account is eligible for voluntary contribution. Select Voluntary Contribution from the left hand navigation for more information or to make a voluntary contribution payment.

VOLUNTARY CONTRIBUTION

Introduction

This section of the document will show how an authorized user can make a voluntary contribution to buy down the tax rates. The Voluntary Contribution process will be available to eligible employers who can make UI contributions (payments) in advance and receive lower tax rates. The link to make a voluntary contribution will appear only if the employer is eligible and is within the voluntary contribution cut off date.

Step-by-Step Instructions:

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the link 'Voluntary Contribution'. The following page will appear with the suggested payments and corresponding 'would be' tax rates. Choose a payment amount and click 'Next' to continue.



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Employer Information

Employer Account Number: **09**

Employer Name:

CORP

Voluntary Contribution

Voluntary Contribution Payments:

- **Cannot be refunded** and are only used to reduce the UI contribution rate.
- Are optional.
- Will not be used to satisfy other debt.
- Are not included in payments reported to IRS by DUA for 940 certification.
- Do not reduce Unemployment Health Insurance or Workforce Training Fund Rates.
- Must be for the exact amount that reduces the rate.
- Must be received by DUA by 10/1/2009
- Existing overpaid amounts cannot be used as a voluntary additional contribution payment.

Voluntary Contribution Amounts

Your current Unemployment Insurance Contribution Rate is: 3.36 %

Choose the amount you wish to pay to achieve the corresponding Unemployment Insurance Contribution rate and select 'Next' to make your payment.

*	If you pay this amount:	Your Unemployment Insurance rate will be:
<input type="radio"/>	\$3,948.00	2.83 %
<input type="radio"/>	\$18,825.00	2.67 %
<input type="radio"/>	\$33,701.00	2.52 %
<input type="radio"/>	\$48,578.00	2.36 %
<input type="radio"/>	\$63,454.00	2.20 %
<input type="radio"/>	\$78,331.00	2.05 %
<input type="radio"/>	\$93,208.00	1.89 %
<input type="radio"/>	\$108,084.00	1.57 %
<input type="radio"/>	\$137,837.00	1.42 %
<input type="radio"/>	\$167,591.00	1.26 %

[Next](#)

3. The following page will appear from where you will be able to make the payment chosen in step 2. Click 'Next' to continue with the process.



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* Indicates Required Field

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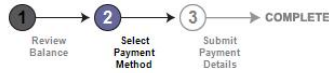
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Employer Information

Employer Account Number: **09C**

Employer Name: **CORP**



Payment Method

Contributory Employer Due Dates: **Quarter 1 - April 30**
Quarter 2 - July 31
Quarter 3 - October 31
Quarter 4 - January 31

Reimbursable Employer Due Dates: **30 calendar days from the mailing of the bill**
 If payment is not submitted by the date indicated, you may be subject to interest or penalties.

Amount Due: **\$3,948.00**

Payment Amount: **\$3,948.00**

Payment Method: **ACH Debit** *

If you intend to submit payment by the ACH Credit method of payment, please [select here](#) before you proceed.

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PROVIDE INFORMATION ON THE PURCHASE OR SALE OF A BUSINESS

Introduction

Experience transfers are initiated by the purchase or sale or change of legal entity type of all or part of a business. The system will determine ownership type, common or non-common, and the type of transfer, full or partial, and will make a determination on the transfer. New tax rates will then be assigned for your account. This section of the document will explain how an authorized user can provide information on the sale or purchase of a business. The system allows you to enter up to five different reasons to initiate an experience transfer and the information you are required to provide will vary according to the reason.

Step-by-Step Instructions:

Purchased a Business/ Re-organized Business/Consolidated, merged or acquired a business.

The instructions below are applicable if you 1. Purchased a Business, 2. Re-organized Business or 3. Consolidated, merged or acquired a Business.

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the link 'Provide Information on the Purchase or Sale of a Business'. The following page will appear. Choose the reason for the change using the radio buttons and click 'Next'.

The screenshot shows the 'Massachusetts Department of Workforce Development' portal. At the top right, it says 'Wednesday, November 11, 2009' with a 'Print' link. Below the header, there are links for 'Change Password' and 'Logoff'. A red asterisk indicates required fields. The main content area is titled 'Employer Information' and shows 'Employer Account Number: 1006' and 'Employer Name: Employer'. Below this is the 'Business Transfer' section, which asks 'What was the type of business transfer?' and lists five options with radio buttons: 'Purchased a business', 'Sold this business', 'Changed legal entity type (Example: change from a sole proprietorship to corporation, LLC to a partnership etc.)', 'Re-organized business', and 'Consolidated, merged, or acquired a business or businesses'. A 'Next' button is at the bottom right of the form. On the left side, there is a navigation menu with links like 'Employer Home', 'FAQ/Contact Us', 'Account Maintenance', and 'Provide Information on the Purchase or Sale of a Business'.

3. The following page will appear. Enter the requested information and click 'Next' to continue with the process.

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* Indicates Required Field

Employer Information

Employer Account Number: 100 Employer Name: Employer

Business Purchase/Transfer Information

Provide information regarding the business purchase or transfer.

Was all or part of the business purchased or transferred?: ☐ All ☐ Part*

What was the date of the business purchase/transfer?: *

Was there a purchase and sale agreement?: ☐ Yes ☐ No*

Were employees transferred to you from the purchased or transferred business?: ☐ Yes ☐ No*

What is the [Employer Account Number](#) of the business purchased or transferred?:

What is the FEIN of the business purchased or transferred?:

Legal Name of the business purchased or transferred: *

Address Line 1: *

Address Line 2: *

City: *

State: MA - Massachusetts *

Zip Code: *

Did you continue the operations of the purchased or transferred business?: ☐ Yes ☐ No*

Please select the major assets acquired.

<input type="checkbox"/> Accounts Receivable	<input type="checkbox"/> Customers
<input type="checkbox"/> Franchise Rights	<input type="checkbox"/> Goodwill
<input type="checkbox"/> License	<input type="checkbox"/> Place of business
<input type="checkbox"/> Stock	<input type="checkbox"/> Tools, Fixtures, Fur
<input type="checkbox"/> Trade Name	<input type="checkbox"/> Workforce
<input type="checkbox"/> Other	

Provide a brief summary of business reason(s) for the purchase or transfer: *

Is there any [commonality of ownership, management and/or control](#) between the businesses?" ☐ Yes ☐ No*

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Choosing 'Yes' here will lead you to a different page than the one in the next step where you will be prompted to provide additional information.

4. The following page will appear where you will be prompted to certify the information provided so far. Use the checkbox to certify and click 'Next' to proceed.

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* Indicates Required Field

Employer Information

Employer Account Number: 100 Employer Name: Employer

Certification

Massachusetts general law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency. Both the employer of the record or the third party administrator, who knowingly advises in such a way that results in a violation of these provisions, shall be subject to said penalties. (MGL Ch 151A, Section 14N). Failure to comply with all reporting and payment requirements under MGL Chapter 151A may result in loss of your organization's right to operate or renew your license by the Commonwealth of Massachusetts.

☐ I certify, under penalties of law, that all statements made hereon are true to the best of my knowledge and belief.*

First Name: *

Last Name: *

Business Title: *

Phone: * ext: *

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5. The following page will appear where you will be presented with the option to add a different sale/purchase information. If you do not have anything to add, click 'Submit' to continue.



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- **Provide Information on the Purchase or Sale of a Business**

Employer Information

Employer Account Number: **100** Employer Name: **Employer**


Business Purchase

FEIN	Name	Effective Date
26-	xxxx	9/1/2009

Select 'Add' to add another business to the list. If you have entered all of the businesses involved in the transaction select 'Submit'.

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Add
Submit

6. The following page will appear with your newly assigned tax rates, calculated by the system based on the information you provided on the recent purchase of a business.



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Employer Information

Employer Account Number: **100** Employer Name: **Employer**

Determination of Employer Status

Effective **4/1/2009** you are an employer subject to Massachusetts Employment and Training Law (MGL 151A). You will be required to submit quarterly employment and wage detail records and pay UI taxes on the wages paid to each of your employees. Reason for your status as a subject employer:

UI Employer Account Number

Employer Account Number: **100**

Reporting Type: **Contributory**

Notice of UI Contribution Rate

You have been assigned the following Unemployment Insurance (UI) contribution rate:
2009: 5.40
 Your UI tax rate is one of [several components](#) used to determine your total amount due once you have submitted your quarterly Employment and Wage Detail Report.

Quarterly Employment and Wage Detail Report Information

You will be required to submit quarterly employment and wage detail reports. Employment and wage detail reports may be submitted using the Temporary ID and password you received earlier in this registration. Go to the Massachusetts UI web site for additional details about submitting these reports. Quarterly reports are due by the last day of the month following the end of the quarter after you become liable for UI contributions. Please complete and submit the reports with your payments promptly. Interest charges are mandated by law on overdue contributions.

The information provided during your registration indicates that you are required to submit an employment and wage detail report for the quarter ending **6/30/2009** and all subsequent quarters.

Sale of a Business:

The instructions below are applicable if you have sold your business.

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the link 'Provide Information on the Purchase or Sale of a Business'. The following page will appear. Choose the reason for business transfer as 'Sold this Business' using the radio buttons and click 'Next'.

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* Indicates Required Field

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▸ **Provide Information on the Purchase or Sale of a Business**

▸ [Request Worker Status Determination](#)

▸ [UI Contribution Rate](#)

Employer Information

Employer Account Number: **08**

Employer Name: **INC**

Business Transfer

In order to process the business transfer you must answer the following question.

What was the type of business transfer?*

☐ Purchased a business

☒ Sold this business

☐ Changed legal entity type (Example: change from a sole proprietorship to corporation, LLC to a partnership etc.)

☐ Re-organized business

☐ Consolidated, merged, or acquired a business or businesses

[Next](#)

3. The following page will appear where you will be prompted to provide information on the sale of your business. Once you have provided all the required information, click on 'Submit'.

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* Indicates Required Field

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▸ **Provide Information on the Purchase or Sale of a Business**

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Employer Information

Employer Account Number: **08**

Employer Name: **INC**

Business Sale Information

- If you sold your business to more than one entity, enter the information for each business in the Add Business Sale Information section below. Select 'Save' after adding each business.
- Select 'Submit' when you have saved all businesses involved in the transaction. You must save the information before you submit.

Add Business Sale Information

Provide information regarding the sale of your business.

Was all or part of the business sold?: ☐ All ☒ Part*

If all of the business was sold, what was the date of last payroll?:

What was the effective date of the business transfer?:

Will you continue to be in business in Massachusetts?: ☐ Yes ☒ No*

Was there a purchase and sale agreement?: ☐ Yes ☒ No*

Were employees transferred to the purchaser?: ☐ Yes ☒ No*

Purchaser FEIN (if known):

Legal Name of Purchaser:

DBA Name of Purchaser:

Address Line 1:

Address Line 2:

City:

State: **MA - Massachusetts**

Zip Code:

Provide a brief summary of business reason(s) for the sale:

4. The following page will appear indicating that the process is complete. You will also be presented with a link which you can use to suspend your account. Please refer to the section on 'Suspend Employer Account' for instructions to suspend your account.

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▸ [Maintain Employer](#)

Employer Information

Employer Account Number: **08**

Employer Name: **INC**

Business Sale Information


The sale information has been submitted. You may be contacted by Agency Staff for more information. Select 'Next' to suspend your account for Unemployment Insurance filing.

[Next](#)

Changed Legal Entity:

The instructions below are applicable if you have changed the legal entity type of your business.

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the link 'Provide Information on the Purchase or Sale of a Business'. The following page will appear. Choose the reason for business transfer as 'Changed Legal Entity' and click 'Next'.


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- **[Provide Information on the Purchase or Sale of a Business](#)**
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Employer Information

Employer Account Number: 100i Employer Name: **Employer**

Business Transfer

In order to process the business transfer you must answer the following question.

What was the type of business transfer?*

☐ Purchased a business

☐ Sold this business


☐ Changed legal entity type (Example: change from a sole proprietorship to corporation, LLC to a partnership etc.)

☐ Re-organized business

☐ Consolidated, merged, or acquired a business or businesses

[Next](#)

3. The following page will appear. Enter the requested information and click 'Next' to continue.


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* Indicates Required Field

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Employer Information

Employer Account Number: 100i Employer Name: **Employer**

Change of Legal Entity

If the name of your business has changed with no change in the FEIN do not use the change of legal entity process. Instead select 'Change Legal Name' from the left hand navigation.

Enter the Employer Account Number and FEINs of both businesses involved in the change of legal entity, the date of last payroll for the business, and the effective date of the change. If you do not have a new Employer Account Number and FEIN, you must first register the new business to complete this process.

Previous Business Information

Employer Account Number: *

FEIN: *

Date of Last Payroll: *

New Business Information

Employer Account Number: *

FEIN: *

Effective Date of Change: *

Certification

Massachusetts general law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure and failure or refusal to furnish reports or requested information to this agency. Both the employer of the record or the third party administrator, who knowingly advises in such a way that results in a violation of these provisions, shall be subject to said penalties (MGL chapter 151A, Section 14N). Failure to comply with all reporting and payment requirements under MGL Chapter 151A may result in loss of your organization's right to operate or renew your license by the Commonwealth of Massachusetts.

☐ I certify, under penalties of law, that all statements made hereon are true to the best of my knowledge and belief.*

First Name: *


Last Name: *

Business Title: *

Phone: * ext:

[Previous](#) [Submit](#)

- The following page will appear with your new tax rates as a result of the change.



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Employer Information

Employer Account Number: **100** Employer Name: **Employer**

Determination of Employer Status

Effective **4/1/2009** you are an employer subject to Massachusetts Employment and Training Law (MGL 151A). You will be required to submit quarterly employment and wage detail records and pay UI taxes on the wages paid to each of your employees.
 Reason for your status as a subject employer:

UI Employer Account Number

Employer Account Number: **1001**
 Reporting Type: **Contributory**

Notice of UI Contribution Rate

You have been assigned the following Unemployment Insurance (UI) contribution rate:
2009: 6.14
 Your UI tax rate is one of [several components](#)® used to determine your total amount due once you have submitted your quarterly Employment and Wage Detail Report.

Quarterly Employment and Wage Detail Report Information

You will be required to submit quarterly employment and wage detail reports. Employment and wage detail reports may be submitted using the Temporary ID and password you received earlier in this registration. Go to the Massachusetts UI web site for additional details about submitting these reports. Quarterly reports are due by the last day of the month following the end of the quarter after you become liable for UI contributions. Please complete and submit the reports with your payments promptly. Interest charges are mandated by law on overdue contributions.

The information provided during your registration indicates that you are required to submit an employment and wage detail report for the quarter ending **6/30/2009** and all subsequent quarters.

EMPLOYER APPEALS

Introduction

This section of the document will show how an authorized user can file an appeal against a Determination on an employer account. The document ID (from QUEST) of the Determination will be required to begin the process. Upon submission of your appeal, DUA staff will review your appeal. If your appeal is timely, staff may choose to forward the Appeal to the Hearings department or perform account resolution without forwarding the Appeal to the Hearings Department.

Step-by-Step Instructions:

1. Navigate to the account maintenance splash page for the employer who is filing the appeal. If required, refer to the section on 'Account Maintenance' for navigation.
2. Click on 'Employer Appeals'. The following screen will appear. Enter the document ID from the Determination correspondence.

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 - [Request Worker Status](#)

Employer Information

Employer Account Number: 100 Employer Name: **Employer**

Employer Appeals

If you disagree with a determination, you may file an appeal on this screen. Your appeal will be reviewed for timeliness and based on this Agency's policies, a hearing date will be scheduled as appropriate. For more important information regarding the appeal process, please read [What you need to know about the Appeal process](#).

To file an appeal enter the Document Identification Number of the determination you are appealing and select "Next".

Document Identification Number: *

[Home](#) [Next](#)

3. Click 'Next'. The following screen will appear. Enter the information required to complete the appeal.



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Employer Information	
Employer Account Number: 1000	Employer Name: Employer
Determination Information	
Document Identification Number: 2664160	
Mailing Date of Determination: 11/13/2009 6:22:58 PM	
Determination Type: Acquisition Denied due to predecessor delinquency - Letter to the successor	
Contact Information	
Name of Individual Filing Appeal:	*
Name of Contact Person for Hearing:	*
Phone Number of Contact Person:	* ext:
Address Information	
Any correspondence generated by the appeals process will, by default, be sent to the Legal Address on the Employer Account. If you would like this information to be mailed to a different address on file please select one or enter a temporary mailing address.	
Address Type:	Select
Attention:	
Address Line 1:	*
Address Line 2:	
City:	*
State:	MA - Massachusetts
Zip Code:	
Country:	US - United States Of America *
Email:	
Hearing Details	
Please provide additional information:	
Reason for Appeal:	
Will the employer be represented by a Third Party Administrator(TPA)or Attorney who was not sent a copy of the initial determination?:	<input type="radio"/> Yes <input type="radio"/> No *
If yes, please enter the name of the representative:	
If the Employer will present witnesses other than the contact person, how many?:	
Will the Employer need an interpreter at this hearing?:	<input type="radio"/> Yes <input type="radio"/> No *
If the Employer needs an interpreter, enter the language needed:	
<input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/>	

4. Click 'Next'. You will be asked to review the appeal details for confirmation. Confirm by clicking 'Submit'.

5. The following page will appear indicating that the filing is complete.



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- Request Worker Status Determination
- UI Contribution Rate Maintenance

Employer Information	
Employer Account Number: 100	Employer Name: Employer
Determination Information	
Document Identification Number: 2664160	
Mailing Date of Determination: 11/13/2009	
Determination Type: Acquisition Denied due to predecessor delinquency - Letter to the successor	
Notice of Appeal	
Your appeal has been received. As appropriate, you will be informed of the date, time, and place of your hearing. To prepare for your hearing, please review What You Need to Know About the Appeal Process .	
<input type="button" value="Home"/>	


SUSPEND EMPLOYER ACCOUNT

Introduction

This section of the document will explain how an authorized user can request for an employer account suspension. The employer account suspension can occur with or without DUA approval/intervention. If the reason for your request is permanent closure of business and if your account meets certain criteria, the system will suspend the account immediately. In other cases, the request must be reviewed by authorized DUA staff to approve or deny the suspension.

Step-by-Step Instructions:

1. Navigate to the account maintenance home page using the instructions provided in the section – 'Navigating to Account Maintenance'.
2. Click on the 'Suspend Employer Account' link from the list of available maintenance functions. The screen shown below will appear. Enter the reason for suspension and other requested information. Click 'Next' to continue.



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- View Employer Name Change History

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Employer Information

Employer Account Number: **08** Employer Name: **INC**

Suspend Account

Use this screen to provide information regarding the suspension of your Employer Account.

Reason for Suspension: Select one *

Date of Last Wages Paid: *

Bankruptcy Case Number (if known): (required only if the reason for suspension is bankruptcy)

State where Bankruptcy was Filed (if known): Select one (required only if the reason for suspension is bankruptcy)

Contact Information

Contact information is required in case this Agency needs to obtain additional information.

First Name: *

Last Name: *

Address Line 1: *

Address Line 2:

City: *

State: MA - Massachusetts

Zip Code:

Country: US - United States Of America

Phone: ext:

Fax:


Email:

By selecting "Next" I hereby certify that the information provided herein are true and correct to the best of my knowledge and belief. THIS STATEMENT IS MADE UNDER THE PENALTIES OF PERJURY.

Next
Reset

3. If the reason for suspension is anything other than 'Permanently discontinued', you will be asked to provide additional information before the certification step. Otherwise, you will be asked to certify your suspension request.

4. Click on 'Submit' to certify your request.



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Employer Information

Employer Account Number: **08**
Employer Name: **INC**

Suspend Account Summary

If the following information is correct, select "Submit" or select "Previous" to make any necessary changes.

Reason for Suspension: **Permanently discontinued**

Date of Last Wages Paid: **10/1/2009**

Bankruptcy Case Number:

State where Bankruptcy was Filed:

Contact Information

First Name: **J**

Last Name: **J**


Address: **xxxx
Boston, MA 02114
United States Of America**

Email:

By selecting "Submit" I hereby certify that the information provided herein are true and correct to the best of my knowledge and belief. THIS STATEMENT IS MADE UNDER THE PENALTIES OF PERJURY.

Previous
Submit

5. A confirmation of your request will be displayed.



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- View Employer Name

Employer Information

Employer Account Number: **08**
Employer Name: **INC**

Confirmation of Suspension of Account

The Massachusetts UI Program records indicate that you suspended your UI account effective 10/1/2009.

IMPORTANT: Read instructions here.

REPORTING REQUIREMENTS FOR SUSPENDED ACCOUNTS

You are responsible for filing quarterly employment and wage detail reports for all quarters in which you pay wages to any person working or living in Massachusetts. These reports are due on the last day of the month following the end of the calendar quarter. If suspended mid-quarter and no continuing monies are to be reported to Department of Revenue (DOR), you may submit the employment and wage detail immediately after the effective suspension date. Interest is assessed for any payments that are paid after the due date. To avoid assessment of interest, please submit your employment and wage detail reports on a timely basis until the suspension date, even if there are no wages to report.

REVIVAL OF ACCOUNT

If you resume operations again under the same legal entity, and again pay wages, you must reinstate your UI account. For information regarding revival with the Massachusetts UI Program, please refer to www.mass.gov

DEBT FOLLOWING SUSPENSION

If this account has unpaid debt, that debt must be paid even though the account has been suspended. Interest will accrue until the debt has been paid.

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REVIVE EMPLOYER ACCOUNT

Introduction

This section of the document will explain how an authorized user can revive an employer account. The employer account can be revived from a state of suspension, when an employer elects to revive their account. Upon revival, tax rates will be calculated based on experience factors from the previously suspended account. If Revival request is due to purchase of a business, you will be prompted to complete the process – 'Provide Information on the Purchase or Sale of a Business'.

Step-by-Step Instructions:

1. Navigate to the 'Account Maintenance' splash page. If required, please refer to 'Navigating to Account Maintenance' section of this document.
2. Click on the 'Request Revival' link from the list of available maintenance services. The screen shown below will appear. Click 'Next' to continue.

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Employer Information

Employer Account Number: 08 Employer Name: INC

Initial Revival Information

Note: You may only revive an Employer Account if payroll has resumed with the same Federal Employer Identification Number (FEIN).

Is revival being requested as a result of the purchase of a business?: ☐ Yes ☐ No*

3. The screen shown below will appear. Enter the information necessary to revive the account. If the NAICS code or business type has changed, provide it here. (In such cases, your account revival request will be reviewed by DUA staff before it can be approved).

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Employer Information

Employer Account Number: 08 Employer Name: INC

Revive Account

To revive this Employer Account, enter the information below and select "Next". If your FEIN has changed since you suspended the employer account, you must register as a new Employer.

Please read the choices in the dropdown lists and make your selections carefully.

Suspension Date: 11/12/2009

Business Type: Other

FEIN: 26-1564390

Verify Information

Date of Last Wages Paid: 10/1/2009

Date Wages Resumed:

Legal Entity Type: Corporation

Reason Code:

Business Type: Other

NAICS Code: 441110

4. Click 'Next'. You will be asked to confirm the changes. Upon confirmation, you will see a notice of revival, displaying your UI tax rates and other relevant information.

BENEFIT CHARGES

Introduction

This section of the document will show how an authorized user can search and view benefit charges on the employer account. It will also be shown how the employer can file a protest against benefit charges. When a protest is filed, the DUA staff will review the protest to provide resolution. The user can view the benefit charges using the following links/methods and each of this method provides a unique view of the Benefit charges. 1) Benefit Charges Search 2) Calendar Year Summary and Detail 3) Rated Year Summary 4) Monthly Benefit Charge Download. Please refer to the step by step instructions for more information on each view.

Step-by-Step Instructions:

Navigating to Benefit Charges home page:

Click on the link 'Benefit Charges Activities' while logged into the employer home page. The following page will appear. Click on the corresponding link to access a benefit charges function.

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- [Benefit Charges Search](#)
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- [Monthly Benefit Charge Download](#)
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Employer Information

Employer Account Number: **09** Employer Name: **CORP**

Benefit Charge Activities

[Benefit Charges Search](#)
Search Benefit Charge Data.

[Calendar Year Summary and Detail](#)
View historical Unemployment Benefit Charges and adjustments by calendar year.

[Rated Year Summary](#)
View historical Unemployment Benefit Charges by rated year.

[Monthly Benefit Charge Download](#)
Download Monthly Benefit Charges File.

[Protest Benefit Charges](#)
Protest Benefit Charges by indicating specific charges to protest, claimant information and reason for protest.

Benefit Charges Search:

This function allows the user to search for benefit charges data by the individual claimant name/SSN. The user also has the option to limit the search results to calendar year or rated year.

1. Follow the steps outlined in the section 'Navigating to Benefit Charges home page'. Click on the link 'Benefit Charges Search'.
2. The following page will appear. Enter your search criteria and click on 'Search' to view the search results.

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• **Benefit Charges Search**

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Employer Information

Employer Account Number: 09 Employer Name: CORP

Benefit Charge Search

Social Security Number:

Claimant Last Name:

Claimant First Name:

Year: ☒ Calendar ☐ Rated

3. The search results will appear as shown below.

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Employer Information

Employer Account Number: 09 Employer Name: CORP

Benefit Charge Search

Social Security Number: 76

Claimant Last Name:

Claimant First Name:

Year: ☒ Calendar ☐ Rated

SSN	Last Name	First Name	Claim Effective Date	Total Benefit Charges
76	TS	SI	1/27/2008	\$1,894.95


Click here to view additional information.

4. Clicking on the SSN will provide the individual claimant's account summary/detail.

Calendar Year Summary and Detail:

This function allows the user to view historical Unemployment Benefit Charges and adjustments by calendar year.

1. Follow the steps outlined in the section 'Navigating to Benefit Charges home page'. Click on the link 'Calendar Year Summary and Detail'.
2. The following page will appear. Amounts listed on the page, reflect the total benefit charges and adjustments made during each reporting period.



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Employer Information

Employer Account Number: 091 Employer Name: CORP

Benefit Charge Calendar Year Summary


Amounts listed below reflect the total benefit charges and adjustments made during each reporting period.

Calendar Year	Time Period		Contributory Charges	Reimbursable Charges †	Dependency Allowance	Benefit Charges
	Begin	End				
2008	1-1-2008	12-31-2008	\$19,380.95	\$0.00	\$0.00	\$19,380.95
2009	1-1-2009	10-31-2009	\$151,802.71	\$0.00	\$0.00	\$151,802.71

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Click here to breakdown by month.

3. The breakdown by month will appear as shown below.



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Employer Information

Employer Account Number: Employer Name: CORP

Benefit Charge Monthly

Annual breakdown of Benefit Charges: Total Benefit Charges: \$19,380.95

Month/Year	Contributory Charges	Reimbursable Charges †	Dependency Allowance Charges	Benefit Charges
March 2008	\$716.75	\$0.00	\$0.00	\$716.75
April 2008	\$409.40	\$0.00	\$0.00	\$409.40
May 2008	\$409.40	\$0.00	\$0.00	\$409.40
June 2008	\$359.40	\$0.00	\$0.00	\$359.40
July 2008	\$409.00	\$0.00	\$0.00	\$409.00
August 2008	\$1,636.00	\$0.00	\$0.00	\$1,636.00
September 2008	\$3,571.00	\$0.00	\$0.00	\$3,571.00
October 2008	\$2,508.00	\$0.00	\$0.00	\$2,508.00
November 2008	\$2,508.00	\$0.00	\$0.00	\$2,508.00
December 2008	\$6,854.00	\$0.00	\$0.00	\$6,854.00


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Click here to view individual claims for the month.

Rated Year Summary:

This function allows the user to view historical Unemployment Benefit Charges by rated year.

1. Follow the steps outlined in the section 'Navigating to Benefit Charges home page'.
2. Click on the link, 'Rated Year Summary'. The following page will appear listing the benefit charges by rated year.



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Employer Information

Employer Account Number: **09** Employer Name:

Benefit Charge Rated Year Summary

Amounts listed below reflect the Benefit Charge data used to calculate your annual UI Contribution Rate. This includes the following data:

- Benefit Charge data for all locations and units.

Benefit Charges are attributed to the Rated Year based on the date the payment was made.

Rated Year	Rated Year Time Period		Contributory Charges	Benefit Charges
	Begin	End		
2008	10/1/2007	9/30/2008	\$7,510.95	\$7,510.95
2009	10/1/2008	10/31/2009	\$141,780.53	\$141,780.53

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Read this section for additional information.

Monthly Benefit Charge Download:

This function allows the user to download benefit charges detail by month.

1. Follow the steps outlined in the section 'Navigating to Benefit Charges home page'.
2. Click on the link, 'Monthly Benefit Charge Download'. The following page will appear. Select the month and year for which you wish to download the benefit charges detail. Click on 'Search'.



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Employer Information

Employer Account Number: **09C** Employer Name: **CORP**

Monthly Benefit Charge Download

Month: January

Year: 2009

[Search](#)

3. You will be provided with a link to the file containing benefit charges detail. You will be able to download the file to your local folders by clicking on the link and following the prompts.

Protest Benefit Charges:

Employers can protest Benefit Charges by indicating specific charges to protest, claimant information and reason for protest.

1. Follow the steps outlined in the section 'Navigating to Benefit Charges home page'.
2. Click on the link 'Protest Benefit Charges'. The following page will appear.

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* Indicates Required Field

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Employer Information

Employer Account Number: **09**

Employer Name:

CORP

Protest Benefit Paid Charges

[Document ID](#) *

Statement Mail Date: *

Claimant SSN: *

Claimant Last Name: *

[Claimant's Last Day of Work](#) *

Reason For Protest

Select All reasons that apply

☐ Voluntary Quit

☐ Able to Work

☐ Suspension

☐ Not an Employee

☐ On a leave of absence

☐ Attending School Full-Time

☐ Receiving a company or union pension

☐ Loss of Employment due to a Conviction

☐ Currently Employed (has earnings for the week(s) in question)

☐ Claimant is working in self employment

☐ Other: If 'Other' selected, please provide reason:

☐ Discharge *

☐ Labor Dispute/Lockout

☐ Available for Work

☐ Subsidiary Employment

☐ Attending School Part-Time

☐ Determination/Decision not received

☐ Refusal of Suitable Work

☐ Claimant is a Corporation Member

☐ Has Reasonable Assurance to Return to Work (School Employees Only)

☐ Received Other Pay (severance pay, vacation pay, pay in lieu of notice etc.)

Submit

- Enter the requested information and click on 'Submit' to confirm the Protest. A confirmation will appear, indicating that your Protest has been submitted.

Employment and Wage Detail Reporting

NAVIGATING TO EMPLOYMENT AND WAGE DETAIL REPORTING

Introduction

This section of the document will explain how an authorized user can navigate to the employment and wage detail functions.

Step-by-Step Instructions:

1. While logged into the employer home page, click on link 'Employment and Wage Detail Reporting'

The screenshot displays the 'Massachusetts Department of Workforce Development' Employer Home page. The top header includes the logo and the date 'Thursday, November 05, 2009'. A sidebar on the left lists navigation options: Employer Home, FAQ/Contact Us, Account Maintenance, Benefit Charge Activities, Collections, Correspondence, Employment and Wage Detail Reporting, History, Payment Information, and User Maintenance. The main content area is titled 'Employer Information' and shows 'Employer Account Number: 1000' and 'Employer Name: XXXXX'. Below this, a section titled 'Employer Home' contains several links: 'FAQ/Contact Us', 'Account Maintenance', 'Benefit Charge Activities', 'Correspondence', 'Employment and Wage Detail Reporting', and 'Payment Information'. A callout box with a speech bubble points to the 'Employment and Wage Detail Reporting' link, stating: 'Click here to access employment and wage detail functions.'

2. The following page will appear, listing the available functions. Click on the corresponding link to access a function.



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Employer Information

Employer Account Number: **100**

Employer Name: **Employer**

Employment and Wage Detail Reporting

[Adjustments](#)

Adjust previously submitted employment and wage detail records.
 Upload a file of adjustments, or select and modify specific records online.
 Note: Staff may review adjustments under certain circumstances.

[Employment and Wage Report Removal](#)

Remove an employment and wage report that was previously submitted in error.

[Submit Employment and Wage Detail for Quarters Prior to 2010](#)

Submit the original or adjust a Division of Unemployment Assistance (DUA) Contribution Report or Department of Revenue (DOR) Wage Report for quarters prior to 2010. Contributions, other charges, penalties and interest will be calculated online through this process."

[Submit Employment and Wage Detail](#)

Submit Quarterly Employment and Wage Detail Records for current or prior quarters by using one of four filing methods. Contributions, Surcharges, Interest, and Penalties will be calculated online through this process. NOTE: the manual filing method allows up to one hundred employee records to be entered. If more than one hundred employee records need to be submitted, use the file upload filing method.

[View Employment and Wage Detail Calculation History](#)

Search for and view historical calculations for quarterly employment and wage submissions.

[View Employment and Wage Detail History](#)

View previous submissions and adjustments for each individual wage record submitted. Access current calculations and 12th of Month Employment data.

[View Submission History](#)

View basic information for each original and adjusted wage detail submission. The data includes the Submission Date and Time, Filing Method, Errors, Number of Records Processed, and Gross Wages Processed.

[View Gross Wages and Employee Count History](#)

Search for and view quarterly gross wages and employee count history.

If	Then
You are unable to locate the required maintenance function	You may not have the sufficient privileges to perform this function. Contact your system administrator.


SUBMIT EMPLOYMENT AND WAGE DETAIL

Introduction	<p>This section of the user guide will show how an authorized user can submit employment and wage detail information for employer accounts. It will also be shown how employment and wage detail/submission/calculation history can be viewed. Employment and wage detail reports are due from employers every quarter. The system provides multiple submission options and they are: real-time online file upload, FTP file upload, copy from previous quarter, manual entry, and no employment/wage submission. The employment and wage detail information can be submitted for current or prior quarters by using one of these filing methods. Upon submission, contributions, surcharges, interest, and penalties will be calculated and returned to the user.</p> <p>NOTE: If you wish to submit employment and wage detail for quarters prior to 2010, please refer to the section on 'SUBMIT EMPLOYMENT AND WAGE DETAIL FOR QUARTERS PRIOR TO 2010'.</p> <p>IMPORTANT: The step by step instructions in this section are limited to capturing details of completing the wage detail submission process in QUEST. In order to understand the process flows, key business rules and changes, security, error handling and for extensive detail on processing Employment and Wage Detail through the new QUEST system, please refer to the addendum: Employment and Wage Detail Guidelines and Information.</p>
Helpful hints	<ul style="list-style-type: none">• The manual filing method allows up to one hundred employee records to be entered. If more than one hundred employee records need to be submitted, the file upload method should be used.• It is not possible to submit an employment and wage detail report for future dates.• It is not possible to submit the employment and wage detail report more than once for each quarter. If the report was submitted incorrectly or incompletely, the adjustment or transfer or removal function should be used to make the corrections.• FTP file upload is applicable only for Employers/TPA(s) that submit more than 10,000 records per quarter

Step-by-Step Instructions:

Manual Entry Method:

1. Navigate to the employment and wage detail home page using the instructions provided in the section – 'Navigating to Employment and Wage Detail Reporting'.
2. Click on the link 'Submit Employment and Wage Detail'. The screen shown below will appear, prompting you to choose from the available filing methods.



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* Indicates Required Field

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- **Submit Employment and Wage Detail**
- View Employment and Wage Detail History
- View Submission History

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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Employment and Wage Detail Submission Process



Reporting Period

Employment and Wages Paid for the Quarter: October, November, December (Q4)
 Year: 2009

Filing Methods

If you have to report any changes to your account such as: Change in Ownership or Change of Address, please use the Account Maintenance link to perform these updates before you report quarterly employment and wages.

Select from the following Filing Methods:

- ☐ File Upload - Attach electronic wage file
- ☐ Copy from Previous Quarter - Modify previous quarter data
- ☐ Manual Entry - Enter individual wage records manually online
- ☐ No Employment and No Wage Report - No employment and no wages paid in quarter

Next

3. Using the radio buttons, click on the filing method of your choice. In this case, 'Manual Entry'.

4. The screen shown in the next page will appear. Enter the wage detail information as requested. Please refer to the screenshot for additional information on entering data.

NOTE: The maximum number of records that can be entered using manual entry is limited to 100. The page will initially display 25 blank rows for wage detail entries. Upon reaching 25 records, you can add more records by clicking on 'Add' at the end of the page. If you wish to periodically save the information being entered, click on the 'Save' button at the end of the page.

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Employer Information

Employer Account Number: 1000

Employer Name: Employer

If you encounter errors during save, the notices section will provide details on the error.

Mail Submission Process



Reporting Information

Employment and Wages Paid for the Quarter: April, May, June

Year: 2009

Submission Type: Original

This section provides instructions to enter data. Read this before proceeding to enter records.

Employment and Wage Detail Records

- Enter employee information in space provided. If additional rows are needed, please select 'Add'.
- To permanently delete an employee record from the employment and wage report check the 'Delete' checkbox and select 'Next' or 'Save'.
- If you have more than 25 employees and need to enter employee information across MULTIPLE pages:
 - Complete each page and select the next page number.
 - Do not click 'Next' until you have completed all pages.
- When selections are complete, select 'Save', or 'Next'.
- Please note that adjustments to the **MA Income Tax Amount Withheld** on the **Wage and Employment Report** will not amend the amount of withholding that you originally reported. If an adjustment to the **MA Income Tax Amount Withheld** of any employee results in an over/underpayment of your company's withholding tax, you must separately amend your withholding tax return(s) with the Department of Revenue (DOR). Employers filing withholding via DOR's WebFile for Business (WFB) should use the Amend function available through their WFB account. Other employers should use DOR's Form CA-6, Application for Abatement/Amended return, available at www.mass.gov/dor, to amend the withholding amount paid.

Wage Detail Records

	SSN	Last Name	First Name	MI	Unit Number [?]	UI Gross Wages [?]	MA Wages Subject to Withholding [?]	MA Income Tax Amount Withheld [?]	Delete
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									

Begin entering wage details for this quarter here. Maximum allowed is 100.

Click on the blue text to know more about the data to be entered in this column.

[Previous](#)

[Save](#)

[Add](#)

Sort Criteria

- To view a specific SSN or Last Name enter the appropriate data and select 'Search'

SSN:

[Search](#)

[Reset](#)

Use this section to initiate search for an existing record from the manual entries for this quarter. It is useful when you have to quickly retrieve a previously saved record.

- Once you have entered all the information, click on the 'Next' button to proceed to the next step.
- The following screen will appear. Use the instructions on this page to complete the requested information.

NOTE: If required, please refer to the 'HOURS WORKED GUIDELINE' in Addendum.

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- ▶ View Submission History

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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Employment and Wage Detail Submission Process

Reporting Information

Employment and Wages Paid for the Quarter: **April**
Year: **2009**
Submission Type: **Original**

Employment and Wage Detail Records

- The monthly employment data reported below should be a count of all full-time and part-time workers in covered employment (subject to Massachusetts's Unemployment Compensation Law) who performed services during the payroll period which includes the 12th of the month.
 - If an employee was employed in the payroll period based on the definition above, select 'Yes'.
 - If no employment for an employee in the payroll period based on the definition above, select 'No'.
- If you have more than 25 employees and need to enter employee information across MULTIPLE pages:
 - Complete each page and select 'Save' before clicking on the next page number.
 - Do not click 'Next' until you have completed and saved all pages.
- When selections are complete, select 'Save', or 'Next'.

	SSN	Last Name	First Name	MI	Unit Number	Employment Month#1	Employment Month#2	Employment Month#3	Hours Worked	Owner/Officer
1	100-	D	J		0	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="text"/>	No <input type="button" value="v"/>

Sort Criteria

- To view a specific SSN or Last Name enter the appropriate data and select 'Search' to continue.

SSN:

Last Name:

- If you intend to save the records entered so far and return later, click on the 'Save' button. Otherwise, click 'Next' to continue.
- The next page will display a summary of the gross wage detail information you entered. The wage detail information you entered will be grossed up at the reporting unit level (screenshot shown below). Click 'Next' to continue.

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Employer Information

Employer Account Number: **1000**

Employer Name: **Employer**

Employment and Wage Detail Submission Process



Reporting Information

Employment and Wages Paid for the Quarter: **April, May, June (Q2)**

Year: **2009**

Submission Type: **Original**

Employment and Wage Detail Report Summary

Number of Records: **1**

Total UI Gross Wages: **\$10,000.00**

Summary of Units Reported

Unit Number	Business Name	Number of Records	Total UI Gross Wages	MA Wages Subject to Withholding	DOR Withheld Amount
0	Employer	1	\$10,000.00	\$10,000.00	\$0.00

Summary Of Units Not Reported

Unit Number	Business Name
1	

- To continue processing your Employment and Wage Detail records, select 'Next'.
- To save data and continue in the future, select 'Save and Exit'. Click [here](#) for save and exit details.

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[Save and Exit](#)

[Next](#)

9. On the next page, you will be requested to certify the employment and wage detail information being submitted. Use the checkbox to complete the certification and click 'Next' to continue.

10. A page will be displayed as shown below with the quarterly contributions due. If you would like to revisit your wage submission details at this point, you can do so by clicking on 'Previous'.

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Employer Information

Employer Account Number: **1000**

Employer Name: **Employer**

Employment and Wage Detail Submission Process



Reporting Information

Employment and Wages Paid for the Quarter: **April, May, June (Q2)**

Year: **2009**

Submission Type: **Original**

Quarterly Calculations

Quarterly Wages	Amount
Total UI Gross Wages *	\$10,000.00
UI Taxable Wages *	\$10,000.00
UHI Taxable Wages *	\$10,000.00
Contributions	
UI Contribution *	\$283.00
UHI Contribution *	\$0.00
Workforce Training Fund *	\$6.00
Secondary Uniform Adjustment *	\$0.00
Penalties and Interest	
Non Filer Penalty *	\$100.00
Interest *	\$9.31
Quarterly Amount Due *	\$398.31

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[Submit](#)

11. If you are ready to submit the wage detail report, click on 'Submit'. A confirmation number for your submission will be displayed on the next page indicating that the process is complete. On this page the 'Make Payment' link is also displayed, which will lead you to the payment process.

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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Employment and Wage Detail Submission Process

```

graph LR
    1((1)) --> 2((2))
    2 --> 3((3))
    3 --> 4((4))
    4 --> COMPLETE[COMPLETE]
            
```

Employment and Wage Detail Report Submission Confirmation

- Thank you for using our online Employment and Wage Detail Submission process. You have successfully submitted an Employment and Wage Detail Report for Quarter April, May, June (Q2) of Year 2009.
- Your confirmation number is : 10004344_11060919172. For future reference, this number is in View Submission History.
- If you would like to make a payment for amounts due select 'Make Payment' at the bottom of this page.
- If you are closing your business and this is your final Employment and Wage Detail Report Select 'Account Maintenance' then 'Suspend Account' from the left navigation and proceed with the prompts.

Make Payment

File Upload method:

This method allows employers to submit information via a self service application. The file upload method should be used, whenever there are more than 100 records (the upper limit for manual entry). However, this method can also be used to process a lesser number of records. Within the file upload method, 3 options are available. They are: ICESA, EFW2 and Delimited. Key facts about file upload method are:


- The file upload method can be used to process up to 10,000 records. If you have more than 10,000 records, the FTP method should be used.
- The uploaded wage detail files would be processed immediately, if your file size is within 200 records. Otherwise, your file would be processed as part of a scheduled batch. You should be able to view the status of your submission the following day, using the link 'View Submission History'.
- The process to upload files using ICESA, EFW2 or Delimited is similar with the only difference being in the file format. Please refer to the addendum for additional information and extensive detail on file format, data definitions, formatting and file generation instructions for each of these formats.

Step by Step Instructions:

For the purposes of this illustration the 'Delimited' option will be used. The step by step instructions to process ICESA and EFW2 files would be the same, except for the file formats. In order to use this delimited option, the data that needs to be uploaded should be in the form of a comma delimited text file. The delimited file should file format should be like below (only one record shown for a sample).

10000000,0,20092,1,1,1,100000000,Smith,John,P,14000,0,0,255,n,

1. Follow the first 3 steps outlined in 'Manual Entry Method'.
2. Use the file upload method as your choice from the list of options and click 'Next'. The following screen will appear. On this screen choose 'Delimited' as your option and click 'Next'.



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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Employment and Wage Detail Submission Process



Reporting Information

Employment and Wages Paid for the Quarter: **July, August, September (Q3)**
 Year: **2009**
 Submission Type: **Original**


File Format

- For details related to the most current file formats, select the appropriate link below.
- For details related to multiple file submissions or third party administrators (TPA) filings, click [here](#)

File Type	Record Length	File Extension
<input type="radio"/> Delimited ® (i.e., export from Excel with a comma delimiter)	Variable	.txt or .csv
<input type="radio"/> ICESA ® (NASWA Standard File Format)	275	.txt
<input type="radio"/> FEW2 ® (Formerly MMREF-SSA)	512	.txt

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3. The following screen will appear. Upload the file from your desktop and click 'Next'.



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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Employment and Wage Detail Submission Process



Reporting Information

Employment and Wages Paid for the Quarter: **July, August, September (Q3)**
 Year: **2009**
 Submission Type: **Original**

Select Wage Detail File

Choose file by selecting the 'Browse' button. Once the file is selected, click 'Next'. If you have problems uploading a file contact DUA @ xxx-xxx-xxxx

[Previous](#) [Next](#)

Click on Browse to upload the file from your desktop

4. The file will be processed by the system and the screen will look like below after successful upload. If the file upload is successful, a confirmation will be displayed along with the first 10 rows of data from the uploaded file. If errors are found in the file, the errors will be displayed. The user may choose to either correct the errors or ignore them. If the user chooses to ignore the errors and a record

contains a fatal error (e.g., a missing SSN), the system will reject the specific record. The system will accept records with non fatal errors (e.g., hours worked missing). Please refer to the addendum for a list of error messages encountered during employment and wage uploads.

NOTE: If you uploaded more than 200 records, the process will end here, with a message that your file will be processed in the batch process. You will be able to check the process status in the submission history.

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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Employment and Wage Detail Submission Process

Reporting Information

Employment and Wages Paid for the Quarter: **July, August, September (Q3)**

Year: **2009**

Submission Type: **Original**

File Preview

The following are the first ten (10) records accepted from your file. If one of the first ten records in the file submitted has a fatal error, it will not appear. For example, If record "1" has a fatal error and record "2" is clean, "2" will be the first number that appears in the record number column. If there is a problem with the file, please select "Previous" to resubmit a file online.

Record Number	SSN	Last Name	First Name	MI	UI Gross Wages	MA Wages Subject to Withholding	MA Income Tax Amount Withheld	Hours Worked	Owner/Officer	Unit Number
1	0*	Smith	John	P	\$14,000.00	\$0.00	\$0.00	255	No	0

[Previous](#) [Next](#)

Click 'Next' to continue. The next page will display a summary of the gross wage detail information you entered. (as shown below). The wage detail information you entered will be summed up at the reporting unit level.

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Employer Information

Employer Account Number: **1000** Employer Name: **Employer**

Employment and Wage Detail Submission Process

Reporting Information

Employment and Wages Paid for the Quarter: **July, August, September (Q3)**

Year: **2009**

Submission Type: **Original**

Employment and Wage Detail Report Summary

Number of Records: **1**

Total UI Gross Wages: **\$14,000.00**

Summary of Units Reported

Unit Number	Business Name	Number of Records	Total UI Gross Wages	MA Wages Subject to Withholding	DOR Withheld Amount
0	Employer	1	\$14,000.00	\$0.00	\$0.00

Summary Of Units Not Reported

Unit Number	Business Name
1	

- To continue processing your Employment and Wage Detail records, select 'Next'.
- To save data and continue in the future, select 'Save and Exit'. Click [here](#) for save and exit details.

[Previous](#) [Save and Exit](#) [Next](#)

- From here on, the process is similar to manual entry method. Go to step 9 of the manual entry if you wish to continue reading instructions.

No Employment and No Wage Report:

'No Employment and No Wage Report' option can be used by employers if they intend to report no employment and wages for a quarter. This option should be used only if there are no DOR (Dept. of Revenue) or DUI wages for the quarter. This filing method should not be used if the employer had employees under employ who did not earn any wages during the quarter. In such cases, their information must be reported via one of the other filing methods using a "\$0.00" entry under UI Gross Wages. Step by step instructions are:

- Follow the first 3 steps outlined in 'Manual Entry Method'.
- On the screen that appears, use 'No Employment and No Wage Report' as your choice from the list of options. Click 'Next'.
- The following screen will appear. Complete the filing process by clicking 'Submit' and a confirmation page will appear afterwards.

Copy from previous quarter:

When this method is used, the employee details from a past quarter (as specified by the user) are copied into the quarter for which you are filing, thereby reducing the data entry time.

NOTE: Only the employee details will be copied from the previous quarter. The wage details from each employee record will not be copied.

- Follow the first 3 steps outlined in 'Manual Entry Method'.
- Use 'Copy from Previous Quarter' as your choice from the list of options. Click 'Next'.
- The following screen will appear. Use the dropdown list to select the quarter to be used as the source for copying and click on 'Search'.

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Employer Information
Employer Account Number: 1000. Employer Name: Employer

Employment and Wage Detail Submission Process

1 Select Filing Method → 2 Submit Wage Information → 3 Confirm Submission → 4 Process and Calculate → COMPLETE

Reporting Information
Employment and Wages Paid for the Quarter: July, August, September (Q3)
Year: 2009
Submission Type: Original

Prior Quarter Search
Year: 2009 Quarter: October, November, December (Q4)

Reset Search

Use the dropdown list to select source for copying and click on 'Search'.

Submitted Reports
• Select quarter and year to copy from and then select 'Next' to continue.
• To select a previous year's quarter, change search criteria above and select 'Search'

There are no results found based on the date range entered.

Pending Reports
• To complete a saved and unprocessed report, select the record below and select "Next" to continue. To overwrite the saved copy, select a record from above and select "Next".

There are no results found based on the date range entered.

Previous Next

4. The quarter you searched for will appear as shown below. Use the radio button to confirm it as source and click 'Next' to continue.

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Employer Information

Employer Account Number: **100** Employer Name: **Employer**

Employment and Wage Detail Submission Process

Reporting Information

Employment and Wages Paid for the Quarter: **July, August, September (Q3)**

Year: **2009**

Submission Type: **Original**

Prior Quarter Search

Year: 2009 Quarter: April, May, June (Q2)

Reset Search

Submitted Reports

- Select quarter and year to copy from and then select 'Next' to continue.
- To select a previous year's quarter, change search criteria above and select 'Search'.

	Year	Quarter	Total UI Gross Wages	Number of Records	Transaction Date
<input checked="" type="radio"/>	2009	April, May, June (Q2)	\$10,000.00	1	11/6/2009

Pending

- To copy from above, select a record below and select "Next" to continue. To overwrite the saved copy, select a record

There are no records to copy from.

Previous Next

Use the radio button to select this quarter as source. Click 'Next' to continue.

5. The screen shown in the next page will appear. You will see that only the name and SSN details of the employee from the previous quarter are copied. You also have the option to delete any record copied over.

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Employment and Wage Detail Submission Process

**Reporting Information**Employment and Wages Paid for the Quarter: **July, August, September (Q3)**Year: **2009**Submission Type: **Original****Employment and Wage Detail Records**

- Enter employee information in space provided. If additional rows are needed, please select 'Add'.
- To permanently delete an employee record from the employment and wage report check the 'Delete' checkbox and select 'Next' or 'Save'.
- If you have more than 25 employees and need to enter employee information across MULTIPLE pages:
 - Complete each page and select the next page number.
 - Do not click 'Next' until you have completed all pages.
- When selections are complete, select 'Save', or 'Next'.
- Please note that adjustments to the **MA Income Tax Amount Withheld** on the **Wage and Employment Report** will not amend the amount of withholding that you originally reported. If an adjustment to the **MA Income Tax Amount Withheld** of any employee results in an over/underpayment of your company's withholding tax, you must separately amend your withholding tax return(s) with the Department of Revenue (DOR). Employers filing withholding via DOR must use the **Amend Withholding** function available through their WFB account, available at www.mass.gov/dor, to amend the withholding amount paid.

Only the SSN and name are copied from previous quarters. You must enter the other wage details manually.

Wage Detail Records

	SSN	Last Name	First Name	Number ?	Wages ?	MA Wages Subject to Withholding ?	MA Income Tax Amount Withheld ?	Delete
1	10	D	J	0				<input type="checkbox"/>
2								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								

Click on the checkbox and click 'Save' to delete a copied record.

[Previous](#) [Save](#) [Add](#) [Next](#)**Sort Criteria**

- To view a specific SSN or Last Name enter the appropriate data and select 'Search' to continue.

SSN: Last Name: [Search](#)[Reset](#)

6. Once you have modified all the information as necessary, click on 'Next' to continue.
7. From here on, the process is the same as the manual entry filing method. If required, refer to step 7 of the instructions for manual entry and continue to read from there.

FTP Method:

The secure FTP processes provide employers with extremely larger amounts of data (over 10,000 records) a method to submit information via an FTP folder. Special set-up is required for FTP submitters with secure access to individual employer folders. Data will be processed in over-night batch and acknowledgement files will be provided in separate FTP folder on the next day for review. Submission and error history will also be viewable online by logging onto the self-service application.

Please refer to the following sections of the addendum on details on the FTP method.

- Employment and Wage Submission Guidelines and Information
- Delimited File Format Specification
- ICSE File Format Specification
- EFW2 File Format Specification

VIEW EMPLOYMENT AND WAGE DETAIL HISTORY

This function allows you to view previously submitted employment and/or wage detail records for all quarters in a year or by individual quarters. You have the option to view original submissions and/or adjustments. You can also limit your search to a specific record by name/SSN. Additionally, the search can be limited to specific reporting units.

Step by step instructions are:

1. Navigate to the employment and wage detail home page using the instructions provided in the section – 'Navigating to Employment and Wage Detail Reporting'.
2. Click on the link: 'View Employment and Wage Detail History'. The following page will appear.

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Employer Information

Employer Account Number: 100 Employer Name: Employer

Employment and Wage Detail History Search

Submission Type: All

SSN:

Last Name:

First Name:

Year: 2009

Quarter: All

Unit Number:

Detail Type: UI Wages

[Search](#) [Reset](#)

3. Enter your search criteria. As mentioned in the introduction, you can limit your search results by specifying appropriate search criteria.
4. Click on 'Search'. The search results will appear as shown in the following screen.

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Employer Information

Employer Account Number: 100 Employer Name: Employer

Employment and Wage Detail History Search

Submission Type: All

SSN:

Last Name:

First Name:

Year: 2009

Quarter: All

Unit Number:

Detail Type: UI Wage

Click on blue text to sort results by that column.

Click on 'Reset' to conduct new search.

[Search](#) [Reset](#)

Transaction Date	Submission Type	Qtr	SSN	Last Name	First Name	MI	Unit	UI Gross Wages	UI Taxable Wages	UHI Taxable Wages
11/6/2009	Original	2	100-I	D	J		0	\$10,000.00	\$14,000.00	\$14,000.00
11/9/2009	Adjustment #1	2	100-I	D	J		0	\$15,000.00	\$14,000.00	\$14,000.00

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VIEW SUBMISSION HISTORY

This function allows you to view the submission history for employment and wage detail records. You can filter search results by: Submission Type (Original/Adjustment), Quarter, Year, Detail Type (UI Wages, DOR Wages, or Employment).

Step by Step instructions are:

1. Navigate to the employment and wage detail home page using the instructions provided in the section – 'Navigating to Employment and Wage Detail Reporting'.
2. Click on the link: 'View Submission History'. The following screen will appear. Enter your search criteria and click on 'Search'.

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Employer Information

Employer Account Number: 100 Employer Name: Employer

Employment and Wage Detail Submission History Search

Submission Type: All


Quarter: All

Year: 2009

Detail Type: UI Wages

[Search](#) [Reset](#)

3. The search results will appear as shown below.



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Employer Information

Employer Account Number: **100** Employer Name: **Employer**

Employment and Wage Detail Submission History Search

Submission Type: All

Quarter: All

Year: 2009

Detail Type: UI Wages

Search
Reset

Search Results

Date	Year	Qtr	Type	Filing Method	Contribution	Wages	Status	Record Errors	Submitter
11/9/2009	2009	2	Adjustment #1	Manual Entry	1000411090		Submitted		ss502
11/6/2009	2009	3	Original	File Upload	1000411060919407		Submitted		ss502
11/6/2009	2009	2	Original	Manual Entry	10004344110609191720	1	Submitted	\$10,000.00	ss502

Clicking on this link displays the detailed calculations of the contribution due for the quarter selected.

ADJUSTMENTS

Introduction

This section of the user guide will show how an authorized user can adjust previously submitted employment and wage detail records. The adjustment function allows the user to modify/add/delete records as many times as required. There are 3 methods available to perform adjustments: Upload a file of adjustments via self-service, upload an adjustments file via FTP or select and modify specific records online. All completed adjustments can be viewed in employment and wage detail history. In some cases, an employer submitted adjustment may require additional review by DUA staff, before the adjustment can be applied.

Step-by-Step Instructions:

Manual entry method:

1. Navigate to the employment and wage detail home page using the instructions provided in the section – 'Navigating to Employment and Wage Detail Reporting'.
2. Click on the link 'Adjustments'. The following screen will appear: Search for the prior quarter that needs an adjustment of wage details using the dropdown menu. Click on 'Search'.

3. The following page will appear. Use the radio button to select the quarter of your choice. Click 'Next' to continue.

Year	Quarter	Last Submission Type	Status	Total Gross Wages	Number of Records	Transaction Date
<input type="radio"/> 2009	April-May-June (Q2)	Original	Submitted	\$10,000.00	1	11/6/2009

4. You will be prompted to choose from the available methods of adjustment.

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Employer Information
Employer Account Number: 100
Employer Name: Employer

Employment and Wage Detail Adjustment Process

1 Select Report → 2 Adjust Records → 3 Confirm Adjustment → 4 Process and Calculate → COMPLETE

Use the radio button to choose your adjustment methods.

Employment and Wages Paid for the Quarter: April, May, June (Q2)
Year: 2009
Submission Type: Adjustment #1

Filing Methods
☐ File Upload - Attach electronic wage adjustment file
☒ Manual Entry - Adjust individual wage records manually online

[Previous](#) [Next](#)

5. Choose the 'Manual Entry' method. If you have to adjust more than 100 records, the file upload method should be used.
6. The following page will appear. Refer to the instructions on the page to continue with the adjustment.

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Employer Information
Employer Account Number: 100
Employer Name: Employer

Employment and Wage Detail Adjustment Process

1 Select Report → 2 Adjust Records → 3 Confirm Adjustment → 4 Process and Calculate → COMPLETE

Reporting Information
Employment and Wages Paid for the Quarter: April, May, June (Q2)
Year: 2009
Submission Type: Adjustment #1

Employment and Wage Detail Records Adjustment

• Select the individual wage records that require adjustments below and select 'Next'
• To add additional employees, select 'Next'
• Note: Only 100 records may be adjusted at one time. If more than 100 adjustments are needed a file upload is recommended.

Record Number	Adjust	SSN	Last Name	First Name	MI	Owner/Officer	Unit Number
1	<input type="checkbox"/>	100	D	J	N		0

[Previous](#) [Next](#)

Criteria
If you wish to search for a specific SSN or Reporting Last Name enter the appropriate data and select 'Search' to continue.

SSN: Last Name:

[Search](#) [Next](#)

Check this box to adjust this record. Click 'Next'.

If you wish to add a new employee and have no other adjustments to make, click next without checking the box against the existing employee.

If you wish to search for a single record to adjust, enter name/SSN here and click 'Search'.

If you wish to search for a single record to adjust, enter name/SSN here and click 'Search'.

7. The following adjustment.

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[History](#)[Payment Information](#)[User Maintenance](#)**Employer Information**

Employer Account Number: 1001

Employer Name: Employer

Employment and Wage Detail Adjustment Process

**Reporting Information**

Employment and Wages Paid for the Quarter: April, May, June (Q2)

Year: 2009

Submission Type: Adjustment #1

Employment and Wage Detail Records

- Enter employee information in space provided. If additional rows are needed, please select 'Add'.
- To permanently delete an employee record from the employment and wage report check the 'Delete' checkbox and select 'Next' or 'Save'.
- If you have more than 25 employees and need to enter employee information across MULTIPLE pages:
 - Complete each page and select the next page number.
 - Do not click 'Next' until you have completed all pages.
- When selections are complete, select 'Save', or 'Next'.
- Please note that adjustments to the **MA Income Tax Amount Withheld** on the **Wage and Employment Report** will not amend the amount of withholding that you originally reported. If an adjustment to the **MA Income Tax Amount Withheld** of any employee results in an over/underpayment of your company's withholding tax, you must separately amend your withholding tax return(s) with the Department of Revenue (DOR). Employers filing withholding via DOR's WebFile for Business (WFB) should use the Amend function available through their WFB account. Other employers should use DOR's Form CA-6, Application for Abatement/Amended return, available at www.mass.gov/dor, to amend the withholding amount paid.

Wage Detail Records

	SSN	Last Name	First Name	MI	Unit Number [?]	UI Gross Wages [?]	MA Wages Subject to Withholding [?]	MA Income Tax Amount Withheld [?]	Delete
1	10C	D	J	0		\$10,000.00	\$10,000.00	\$0.00	<input type="checkbox"/>
2									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									

Click on the checkbox and click 'Save' to delete this record.

Click on 'Save' anytime to save the data entered so far.


[Previous](#)[Save](#)[Add](#)[Next](#)**Sort Criteria**

- To view a specific SSN or Last Name enter the appropriate data and select 'Search' to continue.

SSN: Last Name: [Search](#)[Reset](#)

Click 'Next' to continue with the process, when all modifications on this page are complete.

8. You will be asked to provide information on 12th of the month employment data for each wage detail record on the next page. Upon completion, click 'Next' to continue. NOTE: If required, please refer to the 'HOURS WORKED GUIDELINE' in the Addendum.



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Employer Information

Employer Account Number: **100** Employer Name: **Employer**

Employment and Wage Detail Adjustment Process



Reporting Information

Employment and Wages Paid for the Quarter: **April, May, June (Q2)**

Year: **2009**


Submission Type: **Adjustment #1**

Employment and Wage Detail Records

- The monthly employment data reported below should be a count of all full-time and part-time workers in covered employment(subject to Massachusetts's Unemployment Compensation Law)who performed services during the payroll period which includes the 12th of the month.
 - If an employee was employed in the payroll period based on the definition above, select 'Yes'.
 - If no employment for an employee in the payroll period based on the definition above, select 'No'.
- If you have more than 25 employees and need to enter employee information across MULTIPLE pages:
 - Complete each page and select 'Save' before clicking on the next page number.
 - Do not click 'Next' until you have completed and saved all pages.
- When selections are complete, select 'Save', or 'Next'.

	SSN	Last Name	First Name	MI	Unit Number	Employment Month#1	Employment Month#2	Employment Month#3	Hours Worked	Owner/Officer
1	100	D	J		0	<input type="button" value="Yes"/>	<input type="button" value="Yes"/>	<input type="button" value="Yes"/>	400	<input type="button" value="No"/>

9. The following page will appear with the adjustment information. Click 'Next' to continue.



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Employer Information

Employer Account Number: **100C** Employer Name: **Employer**

Employment and Wage Detail Adjustment Process



Reporting Information

Employment and Wages Paid for the Quarter: **April, May, June (Q2)**

Year: **2009**

Submission Type: **Adjustment #1**

Adjustment Confirmation Summary


- Compare the previous Employment and Wage Detail Record with the adjusted records and/or verify new or deleted employee(s).
- If the adjustment is correct select 'Next' to continue. If not select 'Previous' to correct.

Employee Adjustment

	SSN	Last Name	First Name	MI	UI Gross Wages	MA Wages Subject to Withholding	MA Income Tax Amount Withheld	Month 1	Month 2	Month 3	Hours Worked	Owner/Officer
Adjusted	100	D	J		\$15,000.00	\$10,000.00	\$0.00	Y	Y	Y	400	N
Previous	100-	D	J		\$10,000.00	\$10,000.00	\$0.00	Y	Y	Y	400	N

- To continue processing your wage detail records, select 'Next'.

10. The screen shown below will appear, prompting you to provide a reason for each adjustment. Enter a reason and click 'Next'.



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* Indicates Required Field

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Employer Information

Employer Account Number: **100** Employer Name: **Employer**

Employment and Wage Detail Adjustment Process



Reporting Information

Employment and Wages Paid for the Quarter: **April, May, June (Q2)**

Year: **2009**

Submission Type: **Adjustment #1**

Wage Detail Adjustment Reason Verification

- An adjustment reason is required for each individual record. Select the appropriate reason from the drop down box below.
- If the adjustment(s) is/are correct select 'Next' to continue. If not select 'Previous' to correct.
- NOTE: do NOT select 'Next' until all page(s) have been completed.

Employee Adjustment

	SSN	Last	First	MA Income Tax Amount	Hours Worked	Owner/Officer
Adjusted	100-	D		\$0.00	400	N
Previous	100-	D	J	\$10,000.00	400	N

Reason: Select One * Explain:

Previous
Save
Next

Choose a reason for the adjustment from the drop down menu for each adjustment.

11. On the next page, you will be asked to certify the adjustments you are making. Click the checkbox and click 'Next' to continue. Click 'Previous' to make changes.

12. The following page will appear displaying the recalculated contributions due after the adjustment.



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- The table below illustrates the adjustment's total affect by quarter
- Each line lists the most recently submitted amount, the adjusted submission amount and the difference
- IMPORTANT NOTE: The adjustment process recalculates the quarter adjusted and any subsequent quarters
- Calculations DO NOT include records pending UI staff review. These will be included in a new account statement

	Submission Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Amount
Quarterly Wages						
Total UI Gross Wages [®]	Submitted		\$10,000.00	\$0.00		\$10,000.00
	Adjusted		\$15,000.00	\$0.00		\$15,000.00
	Difference		\$5,000.00	\$0.00		\$5,000.00
UI Taxable Wages [®]	Submitted		\$10,000.00	\$0.00		\$10,000.00
	Adjusted		\$14,000.00	\$0.00		\$14,000.00
	Difference		\$4,000.00	\$0.00		\$4,000.00
UHI Taxable Wages [®]	Submitted		\$10,000.00	\$0.00		\$10,000.00
	Adjusted		\$14,000.00	\$0.00		\$14,000.00
	Difference		\$4,000.00	\$0.00		\$4,000.00
Contributions						
UI Contribution [®]	Submitted		\$283.00	\$0.00		\$283.00
	Adjusted		\$396.20	\$0.00		\$396.20
	Difference		\$113.20	\$0.00		\$113.20
UHI Contribution [®]	Submitted		\$0.00	\$0.00		\$0.00
	Adjusted		\$0.00	\$0.00		\$0.00
	Difference		\$0.00	\$0.00		\$0.00
Workforce Training Fund [®]	Submitted		\$6.00	\$0.00		\$6.00
	Adjusted		\$8.40	\$0.00		\$8.40
	Difference		\$2.40	\$0.00		\$2.40
Secondary Uniform Adjustment [®]	Submitted		\$0.00	\$0.00		\$0.00
	Adjusted		\$0.00	\$0.00		\$0.00
	Difference		\$0.00	\$0.00		\$0.00
Penalties and Interest						
Non Filer Penalty [®]	Submitted		\$100.00	\$0.00		\$100.00
	Adjusted		\$100.00	\$0.00		\$100.00
	Difference		\$0.00	\$0.00		\$0.00
Interest [®]	Submitted		\$9.31	\$0.00		\$9.31
	Adjusted		\$13.44	\$0.00		\$13.44
	Difference		\$4.13	\$0.00		\$4.13
Quarterly Amount Due [®]	Submitted		\$398.31	\$0.00		\$398.31
	Adjusted		\$518.04	\$0.00		\$518.04
	Difference		\$119.73	\$0.00		\$119.73

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13. Click 'Submit' to complete the wage details adjustment if you are satisfied with the calculations. Otherwise click on 'Previous' to make any changes. A confirmation page will be displayed, indicating that the process is complete. The confirmation page will also display a confirmation number which you can use for future inquiries.


File Upload Method:

This method allows employers to submit information via a self service application. The file upload method should be used, whenever there are more than 100 records (the upper limit for manual entry). However, this method can also be used to process a lesser number of records. Within the file upload method, 3 options are available. They are: ICESA, EFW2 and Delimited. Key facts about file upload method are:

- The file upload method can be used to process up to 10,000 records. If you have more than 10,000 records, the FTP method should be used.
- The uploaded wage detail files would be processed immediately, if your file size is within 200 records. Otherwise, your file would be processed as part of a scheduled batch. You should be able to view the status of your submission the following day, using the link 'View Submission History'.
- The process to upload files using ICESA, EFW2 or Delimited is similar with the only difference being in the file format. Please refer to the addendum for additional information and extensive detail on file format, data definitions, formatting and file generation instructions for each of these formats.
- The file upload method for adjustments is the same as the one used to submit employment and wage detail records. The system differentiates between a submission and an adjustment using the value of a flag set at each record level. Please refer to the addendum for guidelines and information on employment and wage detail uploads.

Step by Step Instructions: For the purposes of this illustration the 'Delimited' option will be used. The step by step instructions to process ICESA and EFW2 files would be the same, except for the file formats. In order to use this delimited option, the data that needs to be uploaded should be in the form of a comma delimited text file. The delimited file should look like the screen shot below (only one record shown for a sample).

1. Follow the first 4 steps outlined in the 'Manual Entry' method. Choose the 'File Upload' option as your method of adjustment. The following screen will appear, prompting you to select the file format of your choice for uploading.



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Employer Information

Employer Account Number: **1001** Employer Name: **Employer**

Employment and Wage Detail Adjustment Process



Reporting Information

Employment and Wages Paid for the Quarter: **April, May, June (Q2)**

Year: **2009**

Submission Type: **Adjustment #2**

File Format

• For details related to the most current file formats, select the appropriate link below.

• For details related to multiple file submissions or third party administrators (TPA) filings, click [here](#)®

File Type	Record Length	File Extension
<input type="radio"/> Delimited ® (i.e., export from Excel with a comma delimiter)	Variable	.bt or .csv
<input type="radio"/> ICESA ® (NASWA Standard File Format)	275	.bt
<input type="radio"/> EFW2 ® (Formerly MMREF-SSA)	512	.bt

Previous
Next

2. On the next screen choose 'Delimited' as your option and click 'Next'.
3. On the next screen, follow the prompts to upload the file from your desktop and click 'Next'.
4. If the file upload is successful, a confirmation will be displayed along with the first 10 rows of data from the uploaded file. If errors are found in the file, the errors will be displayed. You will not be able to upload the file until all the errors are fixed on the text file.

NOTE: If you uploaded more than 200 records, the process will end here, with a message that your file will be processed in the batch process. You will be able to check the process status in the submission history.

5. Proceed to step 12 of the 'Manual Entry' process for adjustments to continue with the instructions.

FTP Method:

The secure FTP processes provide employers with extremely larger amounts of data (over 10,000 records) a method to submit information via an FTP folder. Special set-up is required for FTP submitters with secure access to individual employer folders. Data will be processed in over-night batch and acknowledgement files will be provided in separate FTP folder on the next day for review. Submission and error history will also be viewable online by logging onto the self-service application.

Please refer to the following sections of the addendum on details for setting up the FTP method.

- Employment and Wage Submission Guidelines and Information
- Delimited File Format Specification
- ICSE File Format Specification
- EFW2 File Format Specification

SUBMIT EMPLOYMENT AND WAGE DETAIL FOR QUARTERS PRIOR TO 2010

Introduction

This section of the document will show how an authorized user can submit an employment and wage detail report for quarters prior to 2010. Prior to 2010, employers are responsible for two separate filings: DUA Contribution Report (i.e., DUA UI and UHI Gross Employment and Wages) and DOR Employment and Wage Detail. The data elements required for DUA filing are: Gross Wages, UI taxable wages, UHI taxable wages and gross 12th of the month employment data. The taxable wages submitted will be used to process and calculate the contribution due. For DOR filing, the user will submit wage detail at employee level, but it will not be used in the calculation of UI contributions due. The user will be able to submit both original and adjustment submissions using this function. The user will first be required to provide the gross employment and wages (i.e., DUA Contribution Report) and will then be prompted to provide the detail employment and wage information (i.e., DOR Wage Report).

The system will allow employers to submit the employment and wage detail (i.e., DOR Wage Report) using the real-time online file upload or the manual entry filing method.

Step-by-Step Instructions:

1. Navigate to the employment and wage detail home page using the instructions provided in the section – ‘Navigating to Employment and Wage Detail Reporting’.
2. Click on the link ‘Submit Employment and Wage Detail for Quarters prior to 2010’. You will be asked to choose the year and quarter for which you wish to file wages, using the drop down menus. After choosing, click ‘Next’.
3. The following screen will appear with the filing status for the chosen year and quarter.

NOTE: The filing status will tell you whether the DUA Contribution Report and/or DOR Wage Report have been filed.

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Employer Information

Employer Account Number: 100 Employer Name: xxxx

Employment and Wage Detail Submission Process

1. Select Quarter and Year → 2. Submit Wage Information → 3. Confirm Submission → 4. Process and Calculate → COMPLETE

Reporting Information

Employment and Wage Detail Paid for the Quarter: January, February, March
Year: 2004
Submission Type: Original

Filing Status

You have not filed the DUA Contribution Report or the DOR Wage Report for Quarter 1 and Year 2004. You need to submit the original DUA Contribution Report and the DOR Wage Report

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4. Click 'Next' to continue. The screen shown below will appear. Enter the information requested on the screen.



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* Indicates Required Field

Employer Information

Employer Account Number: 100 Employer Name: xxxx

Employment and Wage Detail Submission Process



Reporting Information

Employment and Wages Paid for the Quarter: **January, February, March (Q1)**

Year: **2004**

Submission Type: **Original**

Wage Information

Total UI Gross Wages: *


UI Taxable Wages: *

UHI Taxable Wages: *

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Enter gross wage detail required for DUA here.

5. Click 'Next' to continue. On the following screen, enter the 12th of the month employment data.



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* Indicates Required Field

Employer Information

Employer Account Number: 100 Employer Name: xxxx

Employment and Wage Detail Submission Process



Reporting Information

Employment and Wages Paid for the Quarter: **January, February, March (Q1)**

Year: **2004**

Submission Type: **Original**


Number of Employees Employed on the 12th of Each Month

The monthly employment data reported on the line item below should be a count of all full-time and part-time workers in covered employment (subject to Massachusetts's Unemployment Compensation Law) who performed services during the payroll period which includes the 12th of the month. If no employment in the payroll period, enter zero.

Month#1	Month#2	Month#3
<input type="text" value="3"/> *	<input type="text" value="3"/> *	<input type="text" value="3"/> *

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6. Click 'Next' to continue. You will be presented with a choice to enter the DOR wage detail. Choose 'Yes' to continue.



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* Indicates Required Field


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Employer Information

Employer Account Number: **100**
Employer Name: **xxxx**

Employment and Wage Detail Submission Process



Reporting Information

Employment and Wages Paid for the Quarter:
January, February, March (Q1)

Year:
2004

Submission Type:
Original

DOR Wage Detail Option

Would you like to submit DOR Wage Detail?
 ☐ No
 ☒ Yes*

Previous

Next

7. You will be asked to choose your method of filing for the DOR wage detail information. Choose from the 'Manual Entry' or 'File Upload'. If your choice is 'Manual Entry', the following screen will appear.

NOTE: If your choice is 'File Upload' in step 7, you will be guided through a series of screens to enter the wage detail information. Please refer to the section 'Submit Employment and Wage Detail Reports' for additional information on the File Upload method as well as the FTP method. However, the wage detail information you provide using the upload will not be used to calculate your UI, UHI contributions. The contributions will be calculated using the gross wage detail information you provided in steps 4 and 5.

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Employer Information
Employer Account Number: 100
Employer Name:

Employment and Wage Detail Submission Process
1 Select Quarter and Year → 2 Submit Wage Information → 3 Confirm Submission → 4 Process and Calculate → COMPLETE

Reporting Information
Employment and Wages Paid for the Quarter: January, February, March (Q1)
Year: 2008
Submission Type: Original

Employment and Wage Detail Records

- Enter employee information in space provided. If additional rows are needed, please select 'Add'.
- To permanently delete an employee record from the employment and wage report check the 'Delete' checkbox and select 'Next' or 'Save'.
- If you have more than 25 employees and need to enter employee information across MULTIPLE pages:
 - Complete each page and select the next page number.
 - Do not click 'Next' until you have completed all pages.
- When selections are complete, select 'Save', or 'Next'.
- Please note that adjustments to the **DOR Amount Withheld** on the **Wage and Employment Report** will not amend the amount of withholding that you originally reported. If an adjustment to the **DOR Amount Withheld** of any employee results in an over/underpayment of your company's withholding tax, you must separately amend your withholding tax return(s) with the Department of Revenue (DOR). Employers filing withholding via DOR's WebFile for Business (WFB) should use the Amend function available through their WFB account. Other employers should use DOR's Form CA-6, Application for Abatement/Amended return, available at www.mass.gov/dor, to amend the withholding amount paid.

Wage Detail Records

	SSN	Last Name	First Name	MI	Unit Number ?	UI Gross Wages ?	DOR Withholding Wages ?	DOR Amount Withheld ?	Delete
1	022033044	Black	Joe		0	2000	2000		<input type="checkbox"/>
2									<input type="checkbox"/>
3									<input type="checkbox"/>
4									<input type="checkbox"/>
5									<input type="checkbox"/>
6									<input type="checkbox"/>
7									<input type="checkbox"/>
8									<input type="checkbox"/>
9									<input type="checkbox"/>
10									<input type="checkbox"/>
11									<input type="checkbox"/>
12									<input type="checkbox"/>
13									<input type="checkbox"/>
14									<input type="checkbox"/>
15									<input type="checkbox"/>
16									<input type="checkbox"/>
17									<input type="checkbox"/>
18									<input type="checkbox"/>
19									<input type="checkbox"/>
20									<input type="checkbox"/>
21									<input type="checkbox"/>
22									<input type="checkbox"/>
23									<input type="checkbox"/>
24									<input type="checkbox"/>
25									<input type="checkbox"/>

Previous Save Add Next

Sort Criteria

- To view a specific SSN or Last Name enter the appropriate data and select 'Search' to continue.

SSN: Last Name:

Search Reset

IMPORTANT: Please read the instructions here before entering Wage Detail Records.

The information entered here is used for DOR filing.

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8. Continue to click 'Next' and provide requested information. The steps will be similar to the manual entry method from the section, 'Submit Employment and Wage Detail Report'.
9. Towards the end of the process, you will be presented with the quarterly calculations, as shown in the screen below. Please note that the calculations shown here are based only on the gross wages entered in 4 and 5. The wage detail information is not used for this calculation.
10. If you are satisfied with the calculations, click 'Submit' to continue. Otherwise, click 'Previous' to make any changes.
11. A confirmation page will appear as shown below.

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- Submit Employment and Wage Detail
- Transfer Wage Detail

Employer Information

Employer Account Number: 1000Employer Name: Employer

Employment and Wage Detail Submission Process

```
graph LR; 1((1)) --> 2((2)) --> 3((3)) --> 4((4)) --> COMPLETE[COMPLETE]; 1 --- 1L[Select Quarter and Year]; 2 --- 2L[Submit Wage Information]; 3 --- 3L[Confirm Submission]; 4 --- 4L[Process and Calculate];
```

Employment and Wage Detail Report Submission Confirmation

- Thank you for using our online Employment and Wage Detail Submission process. You have successfully submitted an Employment and Wage Detail Report for Quarter January, February, March (Q1) of Year 2008.
- Your confirmation number is : 10004248_09290916540. For future reference, this number is in View Submission History.
- If you would like to make a payment for amounts due select 'Make Payment' at the bottom of this page.
- If you are closing your business and this is your final Employment and Wage Detail Report Select 'Account Maintenance' then 'Suspend Account' from the left navigation and proceed with the prompts.

Make Payment

EMPLOYMENT AND WAGE REPORT REMOVAL

Introduction

This section of the user guide will show how an authorized user can remove previously submitted employment and wage detail records. The system provides the capability to remove erroneously submitted employment and wage detail records and using this option will delete the records completely for the chosen year/quarter. The removal will be treated as an adjustment and will be shown in the employment and wage detail submission history. After removing the incorrect wage detail report for a quarter, you will be able to enter wage details for the same quarter, using the standard submission process.

Step-by-Step Instructions:

1. Navigate to the employment and wage detail home page using the instructions provided in the section – ‘Navigating to Employment and Wage Detail Reporting’.
2. Click on the link ‘Employment and Wage Report Removal’. The following screen will appear. Select the year and quarter(s) you wish to search for, using the drop down menus. Click on ‘Search’.

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Employer Information

Employer Account Number: 100 Employer Name: **Employer**

Employment and Wage Detail Adjustment Process

1 → 2 → 3 → 4 → COMPLETE

Select Report Adjust Records Confirm Adjustment Process and Calculate

Prior Quarter Search

Year: 2009 Quarter: All

[Search](#) [Reset](#)

3. The search results will display the list of existing wage detail records. Select the quarter you wish to remove the wage detail records, using the radio button. Click ‘Next’.

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Employer Information

Employer Account Number: 100 Employer Name: Employer

Employment and Wage Detail Adjustment Process

1 → 2 → 3 → 4 → COMPLETE

Select Report Adjust Records Confirm Adjustment Process and Calculate

Prior Quarter Search

Year: 2009 Quarter: All

[Search](#) [Reset](#)

Search Results

Year	Quarter	Last Submission Type	Status	Total Gross Wages	Number of Records	Transaction Date
2009	April, May, June (Q2)	Adjustment #1	Submitted	\$15,000.00	1	11/9/2009
2009	October, November, December (Q4)	Original	Submitted	\$15,000.00	1	11/11/2009

[Next](#)

4. The following screen will appear, displaying a message to verify your decision to remove the wage report. To proceed, enter a reason for deletion and click 'Next'.

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Employer Information

Employer Account Number: 100 Employer Name: Employer

Employment and Wage Detail Adjustment Process

1 → 2 → 3 → 4 → COMPLETE

Select Report Adjust Records **Confirm Adjustment** Process and Calculate

Reporting Information

Employment and Wages Paid for the Quarter: **October, November, December (Q4)**

Year: 2009

Submission Type: Adjustment #1

Employment and Wage Report Removal

- You have selected to remove the employment and wage report for Quarter 4 of Year 2009. If this is correct, please confirm by entering a reason below and selecting 'Next'. **By selecting next the employment and wage report shown above will be permanently deleted.** If this is not correct, select 'Previous' to return to the quarter/year select screen.

Reason:

[Previous](#) [Next](#)

5. On the next page, the details of the adjustment will be displayed, indicating a reversal of the charges from the original submission. Click 'Submit' to proceed with the removal.
6. A confirmation number will be displayed, indicating that the process completed successfully.

Payment Information

NAVIGATING TO PAYMENTS

Introduction

This section of the document will explain how an authorized user can navigate to the employment and wage detail functions.

Step-by-Step Instructions:

1. While logged into the employer home page, click on link 'Payment Information'

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Employer Account Number: **1000** Employer Name: **XXXXX**

Employer Home

[Employer Home](#)
Employer Home

[FAQ/Contact Us](#)
Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question.

[Account Maintenance](#)
Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.

[Benefit Charge Activities](#)
View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.


[Correspondence](#)
Search for Correspondence

[User Maintenance](#)
Assign or Update user access to Employer account information.

[Payment Information](#)
Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.

Click here to access payment functions.

- The following page will appear, listing the available functions. Click on the corresponding link to access a function.



Friday, November 13, 2009
[Print](#)

[Change Password](#) | [Logoff](#)

[Employer Home](#)
[FAQ/Contact Us](#)
[Account Maintenance](#)
[Benefit Charge Activities](#)
[Collections](#)
[Correspondence](#)
[Employment and Wage Detail Reporting](#)
[History](#)
Payment Information

- Cancel Payments
- Payment Account Summary
- Search Payments
- Request for 940 Certification
- Request Payment Plan

Employer Information

Employer Account Number: **100**
Employer Name: **Employer**

Payment Information

[Cancel Payments](#)
List of all unprocessed post-dated electronic payments and provides the option for canceling a payment.

[Search Payments](#)
Display of processed and cancelled payments by confirmation number, payment method or date range.

[Request Payment Plan](#)
Request a payment plan for outstanding debt.

[Payment Account Summary](#)
Summary of transactions posted to the employer account and provides the option to Make a Payment. If you have a credit balance, you may begin the refund request process using this screen.

[Request for 940 Certification](#)
Summary of reported Massachusetts taxable wages, total Contributions made to the UI Trust fund for Massachusetts and the Massachusetts UI Contribution Rate for the requested tax year.

If	Then
You are unable to locate the required maintenance function	You may not have the sufficient privileges to perform this function. Contact your system administrator.

PAYMENT ACCOUNT SUMMARY

Introduction	<p>This section of the document will show how an authorized user can view the payment account summary for an employer account. The payment account summary provides the previous balance, summary of activity during the quarter specified, and total balance due, for the chosen year/quarter. The user can also make payments and initiate refund requests from this screen.</p> <p>NOTE: If you wish to setup payments using ACH Credit method, please go to www.mass.gov/uima for additional information or contact the DUA.</p>
Helpful Hints	Payments are applied according to the Payment hierarchy.

Step-by-Step Instructions:

1. Navigate to the payment home page, using the instructions in the section - 'Navigating to Payments'.
2. Click on the link 'Payment Account Summary'. The account statement will be displayed along with the payments due for the current quarter (as shown below). The current statement includes balances from all prior quarters. From here you can perform additional actions as described in the subsequent steps.

The screenshot shows the 'Payment Account Summary' page. The left sidebar contains links: 'Employer Home', 'FAQ/Contact Us', 'Workflow - My Inbox', 'Account Maintenance', and 'User Maintenance'. The main content area is titled 'Employer Information' and shows 'Employer Account Number: 10' and 'Employer Name: Employer'. Below this, there's a 'Statement Period' dropdown set to 'Current Quarter' and a year dropdown set to '2009', with a 'Search' button. A section titled 'Account Summary Statement Period: October, November, December (Q4) 2009' contains a bulleted list of details. Below this is a table with 'Item' and 'Amount' columns. The table lists: 'All Financial Transactions' (\$1,069.57), 'Outstanding Balance' (\$500.00), 'Payments Received' (\$0.00), 'Other Charges' (\$0.00), 'UHI Contributions' (\$8.69), 'Interest' (\$0.00), and 'Penalties' (\$0.00). The total 'Amount Due' is \$578.26. At the bottom, there's a note 'Credits will be applied to future amounts due.' and two buttons: 'Previous' and 'Make Payment'. Callouts provide instructions: 'Use the drop-down menu to choose a different year/quarter for which you wish to see the statement. Click 'Search'.'; 'The clickable links here take the user to a new page where additional details on the item can be viewed.'; 'Click here to view quarterly summary.'; 'Click here to access Interest Calculator'; 'Click here to make a payment.'; and 'If a refund is due, this area will display the link, 'Refund Request'. Click on it to initiate a refund request and follow the prompts.'

Use the drop-down menu to choose a different year/quarter for which you wish to see the statement. Click 'Search'.

The clickable links here take the user to a new page where additional details on the item can be viewed.

Click here to view quarterly summary.

Click here to access Interest Calculator

Click here to make a payment.

If a refund is due, this area will display the link, 'Refund Request'. Click on it to initiate a refund request and follow the prompts.

Item	Amount
All Financial Transactions	\$1,069.57
Outstanding Balance	\$500.00
Payments Received	\$0.00
Other Charges	\$0.00
UHI Contributions	\$8.69
Interest	\$0.00
Penalties	\$0.00
Amount Due	\$578.26

3. **Viewing Quarterly Summary:** The quarterly summary page can be viewed using the link shown in step two. The page will appear as shown below. This provides a summary view of contributions, payments etc. due for chosen quarter only. The difference from the account summary statement is that it does not include balances due from previous quarters.

[Change Password](#) | [Logout](#)

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[FAQ/Contact Us](#)
[Workflow - My Inbox](#)
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[Employment and Wage Detail Reporting](#)
[History](#)
[Payment Information](#)

- Cancel Payments
- Payment Account Summary**
- Search Payments
- Request for 940 Certification
- Request Payment Plan

[User Maintenance](#)

Employer Information
Employer Account Number: 100 Employer Name: Employer

Quarterly Calculations Search
Statement Period: October, November, December (Q4) 2009 [Search](#)

Quarterly Summary
Contributions, Charges, Penalties and Interest

Amount Due	\$0.00
Penalties	\$0.00
Interest	\$0.00

Balance Summary

Quarterly/Monthly Total Amount	\$0.00
Payment Applied	\$0.00
Outstanding Balance	\$0.00

Review your charges or payments via the links to the left.

[Previous](#)

4. **Interest Calculator:** The interest calculator can be accessed as shown in step two. The page will appear as shown below. On this screen, the user will be able to calculate the interest due on all outstanding balances. (Interest cannot be calculated for a past/future quarter for which contribution calculations do not exist already).

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[FAQ/Contact Us](#)
[Workflow - My Inbox](#)
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- Cancel Payments
- Payment Account Summary
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[User Maintenance](#)

Employer Information
Employer Account Number: 100

Future Calculation End Date:

Calculation Details - UI

Year	Month/Quarter	Program	Principal	Interest	Total
2009	Q1	UI	\$96	\$0.03	\$96.03
2009	Q2	UI	\$283	\$0.09	\$283.09
Total:					\$379.12

Calculation Details - WTF

Year	Month/Quarter	Program	Principal	Interest	Total
2009	Q1	WTF	\$60.00	\$0.02	\$60.02
2009	Q2	WTF	\$60.00	\$0.02	\$60.02
Total:					\$120.04

Program Totals

Total Penalties:	\$0.00
Unpaid Interest:	\$79.10
Program Total UI:	\$379.12
Program Total WTF:	\$120.04
Total Liability:	\$578.26

Our records indicate you have not submitted a employment and wage report for

Year	Quarters
2008	2,3,4

The information displayed does not include any potential penalties or future liabilities.

[Make Payment](#) [Calculate](#)

5. **Making a payment:** The 'Make Payment' screen can be accessed as shown in step two. Upon clicking 'Make Payment', the following screen will appear. On this screen, enter a payment amount and choose the payment method.

Change Password Logoff		* Indicates Required Field	
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information Cancel Payments Payment Account Summary Search Payments Request for 940 Certification Request Payment Plan User Maintenance	Employer Information Employer Account Number: 100 Employer Name: Employer		
	<div> <div>1</div> <div>2</div> <div>3</div> </div> <div> <div>Review Balance</div> <div>Select Payment Method</div> <div>Submit Payment Details</div> </div> <div>COMPLETE</div>		
	Payment Method		
	Contributory Employer Due Dates: Quarter 1 - April 30 Quarter 2 - July 31 Quarter 3 - October 31 Quarter 4 - January 31		
	Reimbursable Employer Due Dates: 31 calendar days from the mailing of the bill If payment is not submitted by the date indicated, you may be subject to interest or penalties.		
	Amount Due: \$578.43		
	Payment Amount: <input type="text" value="\$578.43"/> *		
	Payment Method: <input type="text" value="ACH Debit"/> *		
	If you would like to submit payment by ACH Credit, please contact DUA to obtain the file format.		
	<div>Previous Next</div>		

6. Click 'Next'. If the payment method chosen in the previous step is ACH Debit, continue to the next step, otherwise proceed to step 11 for instructions on making the payment using a paper check.
7. The screen shown below will appear. Enter the bank routing number, account number/type and payment effective date.

Change Password Logoff		* Indicates Required Field	
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information Cancel Payments Payment Account Summary Search Payments Request for 940 Certification Request Payment Plan User Maintenance	Employer Information Employer Account Number: 100 Employer Name: Employer		
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	ACH Payment		
	Contributory Employer Due Dates: Quarter 1 - April 30 Quarter 2 - July 31 Quarter 3 - October 31 Quarter 4 - January 31		
	Reimbursable Employer Due Dates: 31 calendar days from the mailing of the bill If payment is not submitted by the date indicated, you may be subject to interest or penalties.		
	Amount Due: \$578.43		
	Payment Amount: <input type="text" value="\$578.43"/> *		
	Routing Transit Number: <input type="text" value="xxxxx8381"/> *		
	Bank Account Number: <input type="text" value="xxxxxxxx9123"/> *		
	Account Type: <input type="text" value="Checking"/> *		
Payment Effective Date: <input type="text" value="10/7/2009"/> *			
Your Routing Transit Number and Bank Account Number are located on the paper checks provided by your bank.			
<div>Previous Next</div>			

8. Click 'Next' to continue. You will be prompted to verify the information entered so far.
9. Click 'Submit' to confirm and the screen shown below will appear along with the payment confirmation number. The payment confirmation number can be used as a reference for future queries/adjustments on the payment.

Change Password Logoff																																													
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information <ul style="list-style-type: none"> Cancel Payments Payment Account Summary Search Payments Request for 940 Certification Request Payment Plan User Maintenance	<table border="1"> <tr> <th colspan="2">Employer Information</th> <th>Change Employer</th> <th>Leave Employer</th> </tr> <tr> <td>Employer Account Number: 100</td> <td colspan="3">Employer Name: Employer</td> </tr> <tr> <td colspan="4"> <div> <div>1</div> <div>2</div> <div>3</div> </div> <div> <div>Review Balance</div> <div>Select Payment Method</div> <div>Submit Payment Details</div> </div> <div>COMPLETE</div> </td> </tr> <tr> <th colspan="4">Payment Confirmation</th> </tr> <tr> <td>Employer Name: Employer</td> <td colspan="3">Employer Account Number: 500003404</td> </tr> <tr> <td>Effective Date: 10/7/2009</td> <td colspan="3">Payment Confirmation #: 500003404</td> </tr> <tr> <td>Transaction Date: 10/7/2009</td> <td colspan="3">Payment Method: ACH Debit</td> </tr> <tr> <td>Transaction Time: 11:17 AM</td> <td colspan="3"></td> </tr> <tr> <td>Remaining Balance: \$0.00</td> <td colspan="3">Total Payment Amount: \$578.43</td> </tr> <tr> <td colspan="4"> Would you like to save this bank information for future payments? <input type="button" value="Yes"/> </td> </tr> <tr> <td colspan="4">If you have a remaining balance you may make another payment by selecting "Make Payment"</td> </tr> </table>	Employer Information		Change Employer	Leave Employer	Employer Account Number: 100	Employer Name: Employer			<div> <div>1</div> <div>2</div> <div>3</div> </div> <div> <div>Review Balance</div> <div>Select Payment Method</div> <div>Submit Payment Details</div> </div> <div>COMPLETE</div>				Payment Confirmation				Employer Name: Employer	Employer Account Number: 500003404			Effective Date: 10/7/2009	Payment Confirmation #: 500003404			Transaction Date: 10/7/2009	Payment Method: ACH Debit			Transaction Time: 11:17 AM				Remaining Balance: \$0.00	Total Payment Amount: \$578.43			Would you like to save this bank information for future payments? <input type="button" value="Yes"/>				If you have a remaining balance you may make another payment by selecting "Make Payment"			
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10. On the above screen, you will be asked if you wish to save the bank information for future transactions. Click 'Yes' to review saved bank data, otherwise, your payment is complete.

11. In order to make a payment by paper check, choose the payment method as 'Paper Check' in step 5 and click 'Next'.

12. The following screen will appear, displaying the voucher to be sent along with the paper check. Read and follow the instructions on the screen for sending the paper check.

Change Password Logoff																																																					
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information <ul style="list-style-type: none"> Cancel Payments Payment Account Summary Search Payments Request for 940 Certification Request Payment Plan User Maintenance	<table border="1"> <tr> <th colspan="2">Employer Information</th> <th>Change Employer</th> <th>Leave Employer</th> </tr> <tr> <td>Employer Account Number: 100</td> <td colspan="3">Employer Name: TEST CORP</td> </tr> <tr> <td colspan="4"> <div> <div>Address: 255 Beacon St. Boston, MA 02116</div> <div>  </div> </div> </td> </tr> <tr> <th colspan="4">Paper Check Payment</th> </tr> <tr> <td>Due Date: 11/2/2009</td> <td colspan="3">Payment Amount: \$6,376.00</td> </tr> <tr> <td>Make Checks Payable To: Massachusetts Division of Unemployment Assistance</td> <td colspan="3">Employer Account Number: 10004273 (Must be written on check)</td> </tr> <tr> <td>Mailing Address: MA Division of Unemployment Assistance, 19 Staniford St., 5th Floor Revenue, Boston, MA 02114</td> <td colspan="3"></td> </tr> <tr> <td colspan="4"> <ul style="list-style-type: none"> Paper check payments will be posted to your account when received by the check processing unit. All paper checks must be submitted with a payment voucher in order for your account to be credited in a timely manner. Include one voucher and one check per envelope. Do not staple check to voucher. Do not include additional documents with your payment. DO NOT SEND CASH. Mail the payment no later than five days prior to the due date to ensure timely receipt. Electronic payments can be submitted by logging on to www.detma.org. </td> </tr> <tr> <td colspan="4"> For more information visit our web site at www.detma.org. <input type="checkbox"/> Please check here if you are making a deferral payment. <input type="checkbox"/> Please check here if you are making a Voluntary Contribution. </td> </tr> <tr> <td colspan="4">Please sign below and provide a phone number where we may contact you.</td> </tr> <tr> <td>Print Name _____</td> <td colspan="3">Date _____</td> </tr> <tr> <td>Signature _____</td> <td colspan="3">Phone _____</td> </tr> <tr> <td colspan="4" style="text-align: center;"> <input type="button" value="Close"/> </td> </tr> </table>	Employer Information		Change Employer	Leave Employer	Employer Account Number: 100	Employer Name: TEST CORP			<div> <div>Address: 255 Beacon St. Boston, MA 02116</div> <div>  </div> </div>				Paper Check Payment				Due Date: 11/2/2009	Payment Amount: \$6,376.00			Make Checks Payable To: Massachusetts Division of Unemployment Assistance	Employer Account Number: 10004273 (Must be written on check)			Mailing Address: MA Division of Unemployment Assistance, 19 Staniford St., 5th Floor Revenue, Boston, MA 02114				<ul style="list-style-type: none"> Paper check payments will be posted to your account when received by the check processing unit. All paper checks must be submitted with a payment voucher in order for your account to be credited in a timely manner. Include one voucher and one check per envelope. Do not staple check to voucher. Do not include additional documents with your payment. DO NOT SEND CASH. Mail the payment no later than five days prior to the due date to ensure timely receipt. Electronic payments can be submitted by logging on to www.detma.org. 				For more information visit our web site at www.detma.org . <input type="checkbox"/> Please check here if you are making a deferral payment. <input type="checkbox"/> Please check here if you are making a Voluntary Contribution.				Please sign below and provide a phone number where we may contact you.				Print Name _____	Date _____			Signature _____	Phone _____			<input type="button" value="Close"/>			
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Print Name _____	Date _____																																																				
Signature _____	Phone _____																																																				
<input type="button" value="Close"/>																																																					

Read instructions here to send payment by paper check.

SEARCH PAYMENTS

Introduction

This section will show how an authorized user can search and view payments on the employer account. From here, the user can view the payment status/details of all payments associated with the account.

Step-by-Step Instructions:

1. Navigate to the payment home page, using the instructions in the section - 'Navigating to Payments'.
2. Click on the link 'Search Payments'. The following screen will appear. If you would like to limit your search results by payment method, status, confirmation etc., enter your search criteria and click on 'Search'. If no search criterion is entered, all available payments for the employer account will be displayed.

Change Password | Logoff

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Workflow - My Inbox

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Employment and Wage Detail Reporting

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▶ Cancel Payments

▶ Payment Account

Employer Information

Employer Account Number: 100 Employer Name: TEST CORP

Search Payments

Confirmation Number: Method:

Min \$: Max \$:

Status:

Transaction Date: From: To:

3. The search results will appear as follows.

Change Password | Logoff

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▶ Search Payments

▶ Request for 940 Certification

▶ Request Payment Plan

User Maintenance

Employer Information

Employer Account Number: 100 Employer Name: TEST CORP

Search Results

Confirmation Number	Deposit Number	Transaction Date	Method	Status	Amount
		10/12/2009	Manual Paper Check	Paid	\$560.00
		10/12/2009	ACH Debit	Canceled	\$960.40

Click on confirmation number to view additional details.

CANCEL PAYMENT

Introduction

This section of the document will show how an authorized user can cancel a payment in progress. Only payments that have not been processed completely can be canceled, i.e., the status of a payment must be 'Submitted' for it to be canceled. If a payment has already been processed it cannot be cancelled.

Step-by-Step Instructions:

1. Navigate to the payment home page, using the instructions in the section - 'Navigating to Payments'.
2. Click on 'Cancel Payments'. The following screen will appear, listing all unprocessed payments, eligible for cancellation. Click on the confirmation number.

Change Password | Logoff

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▶ **Cancel Payments**

▶ Payment Account Summary

▶ Search Payments

Employer Information

Employer Account Number: 100 Employer Name: TEST CORP

Cancel a Post-Dated Payment

Confirmation Number	Payment Amount	Effective Date
500053207	\$960.40	10/12/2009

Select the Payment to Cancel

Click here to open and cancel the payment.

Previous

3. A page will appear where you will be prompted to enter your notes on the cancellation. Enter your notes and click on 'Submit'.
4. The following screen will appear confirming that the cancellation is complete.

Change Password | Logoff

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Employer Account Number: 100 Employer Name: TEST CORP

Payment #500053207 \$960.40 has been canceled.

Home

REQUEST FOR 940 CERTIFICATION

Introduction

This section of the document will show how an authorized user can request for 940 Certification for an employer account. 940 Certification provides a summary of Massachusetts taxable wages reported by an employer and the total amount of FUTA eligible Massachusetts tax paid into the Massachusetts UI Fund for a designated year. This information is used to report to the IRS and the system provides the capability of running this report on demand.

Step-by-Step Instructions:

1. Navigate to the payment home page, using the instructions in the section - 'Navigating to Payments'.
2. Click on the link 'Request for 940 Certification'. The following screen will appear.

Change Password Logoff		* Indicates Required Field
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information ▶ Cancel Payments ▶ Payment Account Summary ▶ Search Payments ▶ Request for 940 Certification ▶ Request Payment Plan User Maintenance	Employer Information Employer Account Number: 1001 Employer Name: TEST CORP	
	Request for 940 Certification Summary of Massachusetts taxable wages reported by this employer and the total amount of FUTA eligible Massachusetts tax paid into the Massachusetts UI Fund for a designated year. This information is reported to the IRS and indicates the amounts to be reported on the Federal Form 940 (non-domestic employer).	
	The FUTA Credit may also be referred to or used in conjunction with the following terms or forms: <ul style="list-style-type: none"> • Employer's Annual Federal Unemployment (FUTA) Tax Return • Employer Account Abstract • Federal Form 940 • Federal Form 940C • Proof of Credit • Re-Certification of UI Taxes 	
	Search Year Year: <input type="text" value="2008"/> *	
	<input type="button" value="Search"/> <input type="button" value="Reset"/>	

3. Enter the year the 940 information is requested for. Click on 'Search'.
4. The following screen will appear, displaying the summary of Massachusetts taxable wages reported by the chosen employer for the designated year.

<ul style="list-style-type: none"> Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information <ul style="list-style-type: none"> Cancel Payments Payment Account Summary Search Payments Request for 940 Certification <ul style="list-style-type: none"> Request Payment Plan User Maintenance 	<h3>Request for 940 Certification</h3> <p>Summary of Massachusetts taxable wages reported by this employer and the total amount of FUTA eligible Massachusetts tax paid into the Massachusetts UI Fund for a designated year. This information is reported to the IRS and indicates the amounts to be reported on the Federal Form 940 (non-domestic employer).</p> <p>The FUTA Credit may also be referred to or used in conjunction with the following terms or forms:</p> <ul style="list-style-type: none"> Employer's Annual Federal Unemployment (FUTA) Tax Return Employer Account Abstract Federal Form 940 Federal Form 940C Proof of Credit Re-Certification of UI Taxes <h3>Search Year</h3> <p>Year: <input type="text" value="2008"/></p> <p><input type="button" value="Search"/> <input type="button" value="Reset"/></p> <h3>940 Certification Search Results</h3> <table> <tr><td>Subject Date:</td><td>9/9/2009</td></tr> <tr><td>Suspense Date:</td><td></td></tr> <tr><td>Date of Recertification:</td><td>10/12/2009</td></tr> <tr><td>Year of Recertification:</td><td>2008</td></tr> <tr><td>State:</td><td>Massachusetts</td></tr> <tr><td>Employer Name:</td><td>TEST CORP</td></tr> <tr><td>Address:</td><td>ACON ST. BOSTON MA 02116</td></tr> <tr><td>Employer Account Number (EAN):</td><td>1000</td></tr> <tr><td>Federal Employer Identification Number (FEIN):</td><td>00-0000000</td></tr> <tr><td>2008 Massachusetts UI Taxable Wages:</td><td>\$0.00</td></tr> <tr><td>2008 Massachusetts Taxable Wage Base (effective):</td><td>\$0.00</td></tr> <tr><td>Massachusetts UI Contribution Rate:</td><td>0.00%</td></tr> <tr><td>Taxes Paid Prior To 2/1/2009:</td><td>\$0.00</td></tr> <tr><td>Taxes Paid 2/1/2009 to 2/10/2009:</td><td>\$0.00</td></tr> <tr><td>Taxes Paid After 2/10/2009:</td><td>\$0.00</td></tr> </table> <p>For an unofficial copy of this re-certification, print this screen. If you have any questions about these results, contact DUA at (617)-626-6896.</p> <p><input type="button" value="Next"/></p>	Subject Date:	9/9/2009	Suspense Date:		Date of Recertification:	10/12/2009	Year of Recertification:	2008	State:	Massachusetts	Employer Name:	TEST CORP	Address:	ACON ST. BOSTON MA 02116	Employer Account Number (EAN):	1000	Federal Employer Identification Number (FEIN):	00-0000000	2008 Massachusetts UI Taxable Wages:	\$0.00	2008 Massachusetts Taxable Wage Base (effective):	\$0.00	Massachusetts UI Contribution Rate:	0.00%	Taxes Paid Prior To 2/1/2009:	\$0.00	Taxes Paid 2/1/2009 to 2/10/2009:	\$0.00	Taxes Paid After 2/10/2009:	\$0.00
Subject Date:	9/9/2009																														
Suspense Date:																															
Date of Recertification:	10/12/2009																														
Year of Recertification:	2008																														
State:	Massachusetts																														
Employer Name:	TEST CORP																														
Address:	ACON ST. BOSTON MA 02116																														
Employer Account Number (EAN):	1000																														
Federal Employer Identification Number (FEIN):	00-0000000																														
2008 Massachusetts UI Taxable Wages:	\$0.00																														
2008 Massachusetts Taxable Wage Base (effective):	\$0.00																														
Massachusetts UI Contribution Rate:	0.00%																														
Taxes Paid Prior To 2/1/2009:	\$0.00																														
Taxes Paid 2/1/2009 to 2/10/2009:	\$0.00																														
Taxes Paid After 2/10/2009:	\$0.00																														

- This screen can be printed for an unofficial copy. Click 'Next' to continue requesting an official copy. On the screen that appears (as shown in the next page), enter the addresses to which the official 940 Certification correspondence should be sent.

Change Password Logoff	
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information ▶ Cancel Payments ▶ Payment Account Summary ▶ Search Payments ▶ Request for 940 Certification ▶ Request Payment Plan User Maintenance	Employer Information Employer Account Number: 1000 Employer Name: TEST CORP
	940 Certification Search Results
	Subject Date: 9/9/2009 Suspense Date: Date of Recertification: 10/13/2009 Year of Recertification: 2008 State: Massachusetts Employer Name: TEST CORP Address: 1 CON ST. BOSTON, MA 02116
	Employer Account Number (EAN): 1000 Federal Employer Identification Number (FEIN): 00-0000000 2008 Massachusetts UI Taxable Wages: \$0.00 2008 Massachusetts Taxable Wage Base (effective): \$0.00 Massachusetts UI Contribution Rate: 0.00% Taxes Paid Prior To 2/1/2009: \$0.00 Taxes Paid 2/1/2009 to 2/10/2009: \$0.00 Taxes Paid After 2/10/2009: \$0.00
	To the Director of Internal Revenue: the records of this office disclosed that the individual or organization made payments as indicated to the Massachusetts UI Fund for the calendar year shown.
	Additional Correspondence Notes Comments will be included in correspondence. <div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div>
	Addresses An official copy of this re-certification will be sent to the employer's mailing address. To send additional official copies of this re-certification, enter the address information below: <input type="checkbox"/> Mail to: <div style="margin-left: 20px;"> Attention: <input type="text"/> Address Line 1: <input type="text"/> Address Line 2: <input type="text"/> City: <input type="text"/> State: <input type="text" value="MA - Massachusetts"/> Zip Code: <input type="text"/> </div>
	<input type="checkbox"/> Mail to: <div style="margin-left: 20px;"> Attention: <input type="text"/> Address Line 1: <input type="text"/> Address Line 2: <input type="text"/> City: <input type="text"/> State: <input type="text" value="MA - Massachusetts"/> Zip Code: <input type="text"/> </div>
	<div style="text-align: right;"> <input type="button" value="Previous"/> <input type="button" value="Submit"/> </div>

6. Click on 'Submit' to complete the process and the following confirmation will appear.

Change Password Logoff	
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail	Employer Information Employer Account Number: 1000 Employer Name: TEST CORP
	Confirmation The official re-certification correspondence has been submitted.

REQUEST PAYMENT PLAN

Introduction

This section of the document will show how an authorized user can submit a request for payment plan. If an employer has outstanding debt and is unable to pay the full amount due, the employer can request for a payment plan. This will allow the employer to pay the debt in installments, though interest will continue to accrue. Upon submission of the request, authorized DUA staff will review the payment plan and approve or deny the request and you will be notified of the decision.

Step-by-Step Instructions:

1. Navigate to the payment home page, using the instructions in the section - 'Navigating to Payments'.
2. Click on the link 'Request Payment Plan'. The following page will appear. Click on 'New' to request a payment plan.

NOTE: Staff users also have the ability to block an employer from requesting payment plans. If you wish to do so, proceed to step 12.

3. The following screen will appear. Select the requested information using the radio buttons and click 'Next' to continue.

4. The following screen will appear. Enter an explanation for the payment plan request and specify the payment terms as available in the drop-down menus. Click 'Next' to continue.

Change Password | Logoff * Indicates Required Field

Employer Home

FAQ/Contact Us

Workflow - My Inbox

Account Maintenance

Benefit Charge Activities

Collections

Correspondence

Employment and Wage Detail Reporting

History

Payment Information

- Cancel Payments
- Payment Account Summary
- Search Payments
- Request for 940 Certification
- Request Payment Plan**

User Maintenance

Employer Information

Employer Account Number: 1001 Employer Name: TEST CORP

Amount of Unpaid Debt: [Click here to review debt details](#)

Explanation

Provide a written explanation of the reason for the request for a payment plan.

Terms

Down Payment: 25% * Duration: 4 Months * Payment Frequency: Monthly * Enter Payment Date (within 30 days): *

[Previous](#) [Next](#) [Cancel](#)

Enter payment terms in this section.

ment plan generated by the system, based on the payment terms entered in the previous step displayed. (as shown below)

Change Password | Logoff

Employer Home

FAQ/Contact Us

Workflow - My Inbox

Account Maintenance

Benefit Charge Activities

Collections

Correspondence

Employment and Wage Detail Reporting

History

Payment Information

- Cancel Payments
- Payment Account Summary
- Search Payments
- Request for 940 Certification
- Request Payment Plan**

User Maintenance

Finalize Payment Plan

By selecting Submit, you agree to pay the terms for Payment Plan as listed below. Continued and timely payments will hold the debts below from being referred to Collections.

All payments must be received on or prior to the due dates listed or the debt may be sent immediately to Collections. Downpayment to initiate payment plan is due immediately. Payments received after entering into the payment plan agreement will be used to retire any new debt accumulated on the account prior to retiring debt included in the payment plan.

The installments on this payment plan include an estimation of the interest which may accumulate on the principals. If interest remains on this debt at the end of the payment plan, you will have until the following date to resolve it: **2/28/2010**.

Amount of Unpaid Debt included in the Payment Plan: **\$6,376.00**

[Click here to review debt details](#)

Projected Interest for the plan: **\$86.85**

Payment Plan total would be estimated at: **\$6,462.85**

The downpayment due now at 25% is: **\$1,594.00**

Payment Plan Schedule

Date	Amount
10/31/2009	\$1,217.21
11/30/2009	\$1,217.21
12/30/2009	\$1,217.21
1/30/2010	\$1,217.21
2/28/2010	Remaining Amount

☐ By checking here you agree to the terms of the plan as shown above

If the options for the terms of the payment plan are not acceptable, [select here to request a custom plan](#)

[Previous](#) [Next](#)

Check this box before clicking 'Next'.

Downpayment, Interest rate and total amount displayed here.

The monthly payment schedule is displayed here.

IMPORTANT: Click here to request a custom plan.

- Click 'Next' to continue. If you wish to make any adjustments to your plan, click 'Previous'. Alternatively, the system also allows the user to request a custom payment plan. For additional instructions on this option, proceed to step 9.

- The following screen will appear, displaying the addresses where all correspondences related to the payment plan will be sent.

Change Password Logoff											
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information <ul style="list-style-type: none"> Cancel Payments Payment Account Summary Search Payments Request for 940 Certification Request Payment Plan User Maintenance	<div> Employer Information Employer Account Number: 100 Employer Name: TEST CORP </div> <div> Address Details Select the address you would like to send the Payment Plan Agreement and other correspondences to. </div> <table> <thead> <tr> <th>Send To</th> <th>Address</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td> Legal Address: BOSTON, MA 02116 United States Of America </td> </tr> <tr> <td><input type="radio"/></td> <td> Mailing Address: Boston, MA 02116 United States Of America </td> </tr> <tr> <td><input type="radio"/></td> <td> Physical Address: BOSTON, MA 02116 United States Of America </td> </tr> <tr> <td><input type="radio"/></td> <td> other Attention: <input type="text"/> Address Line 1: <input type="text"/> Address Line 2: <input type="text"/> City: <input type="text"/> State: <input type="text" value="MA - Massachusetts"/> Zip Code: <input type="text"/> Country: <input type="text" value="US - United States Of America"/> </td> </tr> </tbody> </table> <div> <input type="button" value="Previous"/> <input type="button" value="Submit"/> </div>	Send To	Address	<input type="radio"/>	Legal Address: BOSTON, MA 02116 United States Of America	<input type="radio"/>	Mailing Address: Boston, MA 02116 United States Of America	<input type="radio"/>	Physical Address: BOSTON, MA 02116 United States Of America	<input type="radio"/>	other Attention: <input type="text"/> Address Line 1: <input type="text"/> Address Line 2: <input type="text"/> City: <input type="text"/> State: <input type="text" value="MA - Massachusetts"/> Zip Code: <input type="text"/> Country: <input type="text" value="US - United States Of America"/>
Send To	Address										
<input type="radio"/>	Legal Address: BOSTON, MA 02116 United States Of America										
<input type="radio"/>	Mailing Address: Boston, MA 02116 United States Of America										
<input type="radio"/>	Physical Address: BOSTON, MA 02116 United States Of America										
<input type="radio"/>	other Attention: <input type="text"/> Address Line 1: <input type="text"/> Address Line 2: <input type="text"/> City: <input type="text"/> State: <input type="text" value="MA - Massachusetts"/> Zip Code: <input type="text"/> Country: <input type="text" value="US - United States Of America"/>										

- Click on 'Submit' to complete the process.
- If you selected to enter a custom plan in step 6, the following page will appear. Enter your requested payment terms in the box and click 'Next' to continue.

Change Password Logoff		* Indicates Required Field
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information <ul style="list-style-type: none"> Cancel Payments Payment Account Summary Search Payments Request for 940 Certification Request Payment Plan User Maintenance	<div> Employer Information Employer Account Number: 100 Employer Name: TEST CORP </div> <div> Custom Payment Plan Request The Payment Plan request will be submitted to Staff for review when you select 'Submit' after selecting an address on the next screen. You will be notified of the decision. The plan will estimate the amount of interest you will owe. This will be calculated based on the downpayment, the frequency of payments, and duration of the payment plan. </div> <div> Amount of Unpaid Debt included in the Payment Plan: \$6,376.00 Click here to review debt details </div> <div> Projected Interest for the plan: \$86.85 Payment Plan total would be estimated at: \$6,462.85 The downpayment due now at 25% is: \$1,594.00 </div> <div> Please provide a reason the standard plans are not acceptable. Include the following terms for your request for the custom plan. <ul style="list-style-type: none"> what you can pay for a downpayment how often you can submit a payment how much of a payment you would make how long you would like the plan to be <div> <input type="text"/> </div> </div> <div> <input type="button" value="Previous"/> <input type="button" value="Next"/> </div>	

10. The screen shown in step 7 will appear, displaying the address information where all correspondences related to the payment plan will be sent. Click 'Next' to continue.
11. The following confirmation will appear, summarizing your payment plan. The process for requesting a payment plan is complete.

Change Password Logoff	
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information ▶ Cancel Payments ▶ Payment Account	Employer Information
	Employer Account Number: 100 Employer Name: TEST CORP
	Payment Plan Request Confirmation
	Payment Plan Request Number 500000076 has been submitted. To activate the payment plan the downpayment must be received. Based upon completion of the plan requirements the following terms will apply.
	Date Requested: 10/20/2009 Requested By: zz529
	Payment Plan first payment: 10/31/2009 Payment Plan first payment: \$421.43
	Payment Plan completion: 10/28/2010 Downpayment amount: \$1,594.00
	Staff will review your request and notify you of a decision.


USER MAINTENANCE

Introduction

This section of the document will show how a system administrator can manage user access on an employer account. The person completing the registration/Account Activation will be the default system administrator and will receive the login credentials to access the QUEST self – service account. The system administrator will be able to create new user accounts and assign roles to each user account. The ability of a user to access available functions is controlled by the roles they have.

Step-by-Step Instructions:

1. Click on the link, 'User Maintenance' while logged into the home page for staff.




Thursday, November 12, 2009

[Print](#)

[Change Password](#) | [Logoff](#)

Employer Home FAQ/Contact Us Account Maintenance Benefit Charge Activities Collections Correspondence Employment and Wage Detail Reporting History Payment Information User Maintenance	<div style="background-color: #4a698c; color: white; padding: 2px 5px; text-align: center;"> Employer Information </div> <div style="background-color: #d9d9d9; padding: 2px 5px;"> Employer Account Number: 100 Employer Name: Employer </div> <div style="background-color: #4a698c; color: white; padding: 2px 5px; text-align: center;"> Employer Home </div> <div style="padding: 5px;"> Employer Home Employer Home </div> <hr/> <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>FAQ/Contact Us Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question.</p> <p>Benefit Charge Activities View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.</p> <p>Correspondence Search for Correspondence</p> <p>History Access all active workflow items related to an employer, corresponding documents and workflow reassignment history.</p> <p>User Maintenance Assign or Update user access to Employer account information.</p> </div> <div style="width: 48%;"> <p>Account Maintenance Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.</p> <p>Collections View and maintain collections activities against an employer.</p> <p>Employment and Wage Detail Reporting Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information.</p> <p>Payment Information Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.</p> </div> </div>
--	--

2. The following page will appear. Click on the link 'Employer Roles'.



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[Print](#)

[Change Password](#) | [Logoff](#)

Employer Home

Employer Information


User Maintenance

Employer Roles

Employer Account Number: 100
Employer Name: Employer

Assign or update user access to Employer account information.

3. The following page will appear.



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[Print](#)

[Change Password](#) | [Logoff](#)

Employer Home

Employer Information

User Search Criteria

Employer Roles

Employer Account Number: 100
Employer Name: Employer

User ID:	<input type="text"/>
Last Name:	<input type="text"/>
First Name:	<input type="text"/>
Roles:	Any ▼


Search
Reset
New

Click here to modify an existing user account.

Click here to create a new user account.

Creating a new user account:

4. The following page will appear. Enter the user details as required. NOTE: The 4 digit PIN you enter here will be used to reset the password for this account. Click 'Save'.



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[Print](#)

[Change Password](#) | [Logoff](#)

Employer Home

Employer Information

User Details

Employer Roles

Employer Account Number: 100
Employer Name: Employer

First Name:	<input type="text"/>	*
Middle Initial:	<input type="text"/>	
Last Name:	<input type="text"/>	*
Telephone:	<input type="text"/>	ext: <input style="width: 50px;" type="text"/>
eMail:	<input type="text"/>	*
Employee ID:	<input type="text"/>	*
4-digit PIN Code:	<input type="text"/>	*
Effective Start Date:	<input type="text"/>	*
Effective End Date:	<input type="text"/>	

New Comments

Save
Cancel

* Indicates Required Field

5. The following page will appear, confirming that the login credentials have been emailed to the user.

Massachusetts Department of Workforce Development

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[Change Password](#) | [Logoff](#)

[Employer Home](#)

[FAQ/Contact Us](#)

[Account Maintenance](#)

[Benefit Charge Activities](#)

[Collections](#)

[Correspondence](#)

[Employment and Wage Detail Reporting](#)

[History](#)

[Payment Information](#)

Employer Information

Employer Account Number: **100** Employer Name: **Employer**

Password Link Sent

An eMail message has been sent to the user containing an encrypted link which that user can use to login to the system and establish a password.

Note: This password link will only be effective for the next **2 hours**.

[Next](#)

6. The following page will appear, confirming that the login credentials have been emailed to the user.
7. NOTE: You must add roles to the newly created account, in order for the user to be able to use the newly created account. Please refer to the instructions below for adding roles.

Modifying a User Account:

8. Repeat steps 1 to 3. Enter search criteria to find the account you are looking for and click 'Search'. The search results will appear as shown below.

Massachusetts Department of Workforce Development

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[History](#)

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[User Maintenance](#)

[Employer Roles](#)

Employer Information

Employer Account Number: **100** Employer Name: **Employer**

User Details

User Type: **Employer**

User ID: **tx501**

First Name: **Tom**

Middle Initial:

Last Name: **X**

Telephone:

eMail: **zz@detma.org**

[Employee ID](#) **2137**

[PIN Code](#) **2137**

Effective Start Date: **11/1/2009**

Effective End Date:

Last Logged On:

Incorrect Password Attempts: **0**

Account Status: **Active**

Security Question:

Security Answer:

Modify User Attributes

[Modify](#) Update the basic information for this user.

[Roles](#) View/Edit security roles for which this user is assigned.

[Employer Units](#) View/Edit employer units for which this user has access.


[Reset Password](#) Reset the user's password by sending a "password reset" eMail.

[Inactivate](#) Inactivate the user's access to the system.

[Previous](#)

Click on the link to perform the action described.

Modify: This link allows you to update the profile of the user. Clicking on the link will open the page shown below. Make your updates and click 'Save'. You will be returned to the page shown in step 8.



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Change Password | Logoff
* Indicates Required Field

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Employer Roles

Employer Information

Employer Account Number: **100** Employer Name: **Employer**


User Details

User Type:	Employer	
User ID:	tx501	
First Name:	<input type="text" value="Tom"/>	*
Middle Initial:	<input type="text"/>	
Last Name:	<input type="text" value="X"/>	*
Telephone:	<input type="text"/>	ext: <input type="text"/>
eMail:	<input type="text" value="zz@detma.org"/>	
Employee ID *	<input type="text" value="2137"/>	*
4-digit PIN Code *	<input type="text" value="2137"/>	*
Effective Start Date:	11/1/2009	
Effective End Date:	<input type="text"/>	
Last Logged On:		
Incorrect Password Attempts:	0	
Account Status:	Active	
Security Question:		
Security Answer:		

Previous Comments

New Comments

Roles: The ability of a user to perform functions within the online QUEST system is controlled by roles assigned to their user account. Example: A user with the role 'Employment and Wage Detail View Only' will have only a view of the employment and wage detail transactions, but will not be able to submit employment and wage detail reports. Clicking on the link 'Roles' will lead to the page shown below. Make your updates and click 'Save'. You will be returned to the page shown in step 8.


[Print](#)

Change Password | [Logoff](#)

[Employer Home](#)

[FAQ/Contact Us](#)

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[Correspondence](#)

[Employment and Wage Detail Reporting](#)

[History](#)

[Payment Information](#)

[User Maintenance](#)

[Employer Roles](#)

Employer Information

Employer Account Number:
Employer Name:

Assign Roles To User

User Type: **Employer**
User ID: **ty01**
Name: **Tom y**

Current Roles Assigned to User

Remove

<input type="checkbox"/> System Administrator Description: System Administrator
<input type="checkbox"/> Payments Update and Submit Description: Payments Update and Submit
<input type="checkbox"/> Account Maintenance Update and Submit Description: Account Maintenance Update and Submit
<input type="checkbox"/> Employment and Wage Detail Update and Submit Description: Employment and Wage Detail Update and Submit
<input type="checkbox"/> Benefit Charges Protest Submission Description: Benefit Charges Protest Submission

Available Roles

Add

<input type="checkbox"/> Account Maintenance View Only Description: Account Maintenance View Only
<input type="checkbox"/> Employment and Wage Detail View Only Description: Employment and Wage Detail View Only
<input type="checkbox"/> Benefit Charge View Only Description: Benefit Charge View Only
<input type="checkbox"/> Payments View Only Description: Payments View Only

Save
Cancel

Check this box and click 'Save' to remove this role.

Check this box and click on 'Save' to add this role.

Units: Clicking on the link 'Units' will lead to the page shown below. Here you will be able to control the ability of the user to access Reporting Units with their assigned roles. On this page, enter your updates as necessary and click 'Save'. You will be returned to the page shown in step 8.

[Change Password](#) | [Logoff](#)[Employer Home](#)[FAQ/Contact Us](#)[Account Maintenance](#)[Benefit Charge Activities](#)[Collections](#)[Correspondence](#)[Employment and Wage Detail](#)[Reporting](#)[History](#)[Payment Information](#)[User Maintenance](#)• **Employer Roles**

Read instructions here.

Employer InformationEmployer Account Number: **100**Employer Name: **Employer****Select Employer Units**User Type: **Employer**User ID: **tx501**Name: **Tom X****Full Access**

Check the following boxes if the assigned role will be for all Employer reporting units. If this checkbox is selected, the assigned role will apply to all new and existing Employer reporting units. Otherwise, roles will need to be assigned individually (see next section below).

- ☐ Employment and Wage Detail Update and Submit
☐ Employment and Wage Detail View Only

Employer Units

Select the checkbox next to the role, for a given employer unit, in order to grant access to that role.

Unit	Physical Address
0000	19 STANFORD ST, BOSTON
<input type="checkbox"/> Employment and Wage Detail Update and Submit <input type="checkbox"/> Employment and Wage Detail View Only	
0001	XXXXX, Boston
<input type="checkbox"/> Employment and Wage Detail Update and Submit <input type="checkbox"/> Employment and Wage Detail View Only	

[Save](#) [Cancel](#)

Reset Password: You will be able to inactivate a user account, by clicking on the link 'Reset Password'. The following page will appear. Click 'Confirm' to reset the password. The user will receive a link on the email address associated with the account. The user will be able to establish a new password by answering the security questions set up at the time of initial login.

[Change Password](#) | [Logoff](#)[Employer Home](#)[FAQ/Contact Us](#)[Account Maintenance](#)[Benefit Charge Activities](#)[Collections](#)[Correspondence](#)[Employment and Wage Detail](#)[Reporting](#)[History](#)[Payment Information](#)[User Maintenance](#)• **Employer Roles****Employer Information**Employer Account Number: **100**Employer Name: **Employer****Reset Password**

Are you sure that you wish to reset the password for: tx501

This action will cause the system to send a secure link to the user's eMail address for the user to click and create a new password.

[Confirm](#) [Cancel](#)

Inactivate: You will be able to inactivate a user account, by clicking on the link 'Inactivate'. The following page will appear. Click 'Confirm' to inactivate the user account.

Massachusetts Department of
Workforce
Development

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[Print](#)

Change Password | [Logout](#)

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Payment Information

Employer Information

Employer Account Number: **10C** Employer Name: **Employer**

Inactivate User

Are you sure that you wish to inactivate the user: **tx501**

Confirm

Cancel

CORRESPONDENCE

CORRESPONDENCE

Introduction

This section of the document will show how an authorized user can view a correspondence sent from DUA to the employer account on the QUEST system. It will also show how to set up your preference for correspondence method. There are two methods of correspondence available: email and U.S. mail. You will be able to search and view correspondence sent to your account in QUEST, irrespective of your chosen correspondence preference method. If your preference is Email, you will receive a notification to your email address that a correspondence is available for your review. You must login to the QUEST system to view the correspondence.

NOTE: You must have Adobe Reader software installed to view the correspondence. This software can be downloaded for free at www.adobe.com

Step-by-Step Instructions:

1. Navigate to the employer home page. The home page will appear as shown below. Click on the link 'Correspondence'.

Change Password Logoff	
Employer Home	Employer Information
FAQ/Contact Us	Employer Account Number: 965* Employer Name: INC
Workflow - My Inbox	Employer Home
Account Maintenance	Employer Home
Benefit Charge Activities	Employer Home
Correspondence	
Employment and Wage Detail Reporting	
Payment Information	
User Maintenance	
	<div> FAQ/Contact Us Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question. </div> <div> Workflow - My Inbox View any action items requiring your attention. </div> <div> Account Maintenance Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business. </div> <div> Benefit Charge Activities View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges. </div> <div> Correspondence Search for Correspondence </div> <div> Employment and Wage Detail Reporting Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information. </div> <div> Payment Information Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information. </div> <div> User Maintenance Assign or Update user access to Employer account information. </div>

2. The correspondence home page will appear. Click on 'Search'
3. The correspondence search page will appear as shown below. Enter the date range for which you wish to search correspondence for. Click on 'Search'.

QUEST - Employer User Guide

[Change Password](#) | [Logoff](#)

[Employer Home](#)
[FAQ/Contact Us](#)
[Workflow - My Inbox](#)
[Account Maintenance](#)
[Benefit Charge Activities](#)
[Correspondence](#)
[Search](#)
[Employment and Wage Detail Reporting](#)

Employer Information

Employer Account Number: **965**
Employer Name: **INC**

Correspondence Search

Date Range From: To:

[Search](#) [Reset](#)

- The search results will appear as shown below. Click on the correspondence number to view a correspondence.

[Change Password](#) | [Logoff](#)

[Employer Home](#)
[FAQ/Contact Us](#)
[Workflow - My Inbox](#)
[Account Maintenance](#)
[Benefit Charge Activities](#)
[Correspondence](#)
[Search](#)
[Employment and Wage Detail Reporting](#)
[Payment Information](#)
[User Maintenance](#)

Employer Information

Employer Account Number: **965**
Employer Name: **INC**

Correspondence Search

Date Range From: To:

[Search](#) [Reset](#)

Details

Correspondence Number	Transaction Date	Form ID	Description
3018757	11/27/2009		Third Party Administrator Role Assignment Notification - Employer

- The selected correspondence will appear in a new window in pdf format.

SET UP CORRESPONDENCE PREFERENCE:

- Navigate to the account maintenance home page. If required please refer to the section, 'Navigating to Account Maintenance'.
- Click on the link 'Address Information'.
- The address information page will appear as shown below. Click on the link 'Correspondence Preferences'

[Change Password](#) | [Logoff](#)

[Employer Home](#)
[FAQ/Contact Us](#)
[Workflow - My Inbox](#)
[Account Maintenance](#)
[Address Information](#)
[Employer Appeals](#)
[Maintain Employer Name](#)
[Maintain Owners/Officers](#)
[Maintain Employer Reporting Units](#)
[Request Worker Status Determination](#)
[Suspend Employer Account](#)
[Voluntary Contribution](#)
[Third Party Administrator \(TPA\) Authorization](#)
[Benefit Charge Activities](#)
[Correspondence](#)

Employer Information

Employer Account Number: **965**
Employer Name: **INC**

Address Information

Select the Address Types that you would like to update. If you need to add or update an address for a reporting unit, select the Maintain Reporting Units link for the left hand navigation.

Address Type	Address	City	State	Zip Code	Employer/TPA
Legal	1161	ANN ARBOR	MI	.	INC
Physical Location					
Mailing	1161	ANN ARBOR	MI	.	INC
Business Records Location	1161	ANN ARBOR	MI	.	INC
Benefits Charge					
Wage and Separation					

[View Employer Address History](#)
[Correspondence Preferences](#)

Click on the link 'Correspondence Preferences'

4. The following page will appear. On this page, choose your communication method as US Mail or Email. If email is your communication method, enter the email address you wish to receive your correspondence notifications.

Change Password Logoff	
Employer Home	Employer Information
FAQ/Contact Us	Employer Account Number: 965 Employer Name: I INC
Workflow - My Inbox	
Account Maintenance	Communication Method
Address Information	If you wish to change your correspondence delivery method, you may select from the options below.
Employer Appeals	Communication Method: <input type="text" value="US Mail"/>
Maintain Employer Name	Communication Email: <input type="text"/>
Maintain Owners/Officers	
Maintain Employer Reporting Units	
Request Worker Status Determination	<input type="button" value="Cancel"/> <input type="button" value="Submit"/>

5. Click 'Submit' to complete the process.

WORKFLOW - MY INBOX

Introduction

'Workflow - My Inbox' allows you to view and respond to Questionnaires sent to you by the DUA. In certain cases, the DUA may choose to send you a questionnaire to seek additional information from you. You will receive a questionnaire in your QUEST inbox, only if your correspondence method is Email. Example: If you have filed an appeal, DUA may need additional information to process your appeal and will send you a questionnaire. This section of the document will show how an authorized user can view and respond to the questionnaires received on QUEST.

Step-by-Step Instructions:

1. Navigate to the employer home page. The following page will appear. Click on the link 'Workflow – My Inbox'

Change Password Logoff	
Employer Home	Employer Information Employer Account Number: 965 Employer Name: INC
FAQ/Contact Us	Employer Home Employer Home Employer Home
Workflow - My Inbox	FAQ/Contact Us Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question.
Account Maintenance	Workflow - My Inbox View any action items requiring your attention.
Benefit Charge Activities	Account Maintenance Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.
Correspondence	Benefit Charge Activities View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.
Employment and Wage Detail Reporting	Correspondence Search for Correspondence
Payment Information	Employment and Wage Detail Reporting Submit Employment and Wage Detail Reports for this Agency and the Department of Revenue. View historical Employment and Wage Reporting information.
User Maintenance	Payment Information Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.
	User Maintenance Assign or Update user access to Employer account information.

2. The following page will appear. Enter the date range to search for questionnaires received from DUA.

Change Password Logoff	
Employer Home	Employer Information Employer Account Number: 1001 Employer Name: Agency
FAQ/Contact Us	Employer Inbox Received On Date: From: <input type="text"/> To: <input type="text"/>
Workflow - My Inbox	<input type="button" value="Search"/> <input type="button" value="Reset"/>
Account Maintenance	
Benefit Charge Activities	
Correspondence	
Employment and Wage Detail Reporting	
Payment Information	
User Maintenance	

3. The search results will appear as shown below. Click on 'Open', to answer a questionnaire.

Change Password Logoff				
Employer Home FAQ/Contact Us Workflow - My Inbox Account Maintenance Benefit Charge Activities Correspondence Employment and Wage Detail Reporting Payment Information User Maintenance	Employer Information			
	Employer Account Number: 100		Employer Name: Agency	
	Employer Inbox			
	Received On Date: From: <input type="text"/> To: <input type="text"/>			
	<input type="button" value="Search"/> <input type="button" value="Reset"/>			
	WorkItems			
		Step Name	Date Created	Date Assigned
	Open	Answer Questionnaire	12/1/2009 1:36:27 PM	12/1/2009 1:36:27 PM
	Open	Answer Questionnaire	12/1/2009 10:59:59 AM	12/1/2009 10:59:59 AM

4. The questionnaire will appear as shown below. Provide your responses and click on 'Submit' to complete. Your response will be sent to DUA.

Change Password Logoff		* Indicates Required Field
Suspend Workflow	Employer Information	
	Employer Account Number: 100 Employer Name: Agency	
	Employer/Employee Information	
	Employer Account Number: 100	
	Employer Name: Agency	
	Employee Name:	
	Employee SSN:	
	Occupation/Occupation in Question:	
	Worker Status Criteria Worksheet - Fisherman	
	<p>In order to assist this Agency in resolving the issue of whether an employee/employer relationship exists between your company and the individual named above, please complete the following questionnaire with regards to the services performed for the organization.</p> <p>This questionnaire should be completed and returned as soon as possible. If no response is received, the determination will be based on statements available.</p> <p>Be specific with job description of this individual and why unemployment may have been paid into another state if this individual worked in Massachusetts.</p>	
1. Describe the organization's business	<input type="text"/>	*
2. Describe the work done by the worker	<input type="text"/>	*
3. Is the work done under a written agreement between the organization and the worker?	<input type="radio"/> Yes <input type="radio"/> No*	
3.1 If yes, provide the terms of the written agreement.	<input type="text"/>	
3.2 If no, provide the terms of the work arrangement.	<input type="text"/>	

ABBREVIATIONS

DUA	Division of Unemployment Assistance
DOR	Department of Revenue
FEIN	Federal Employer Identity Number
LLC	Limited Liability Corporation
MA	Massachusetts
SSN	Social Security Number
TPA	Third Party Administrator
UI	Unemployment Insurance
UHI	Unemployment Health Insurance

ADDENDUM

A. HOURS WORKED GUIDELINE

How do I report hours worked? General Rule:

1. If the employer knows the actual number of hours worked, the employer should report that figure.
2. If the employer does not know the actual number of hours worked, the employer should:
 - A. for full-time employees use 40 hours per week.
 - B. for part-time employees, employer should estimate the number of hours.
 - C. for full-time plus, employer should use 40 hours per week plus an estimate.

Overtime:

The employer should report the number of hours actually worked for which overtime pay or compensatory time is paid without regard for the overtime pay rate. Compensatory time should be reported when taken, not when earned.

Fractions of hours:

If the employee's total number of hours in a quarter results in a fractional amount, the total figure should be rounded to the nearest whole hour. If the fraction is "1/2 hour" or more it should be rounded up to the next whole hour, and if it's less than a 1/2 hour, it should be rounded down.

Vacation/sick/holiday pay:

The actual number of hours for which an employee receives vacation, sick or holiday pay should be reported. Vacations, sick days and Holidays without pay should not be counted as hours worked.

On call:

Hours in which the employee is carrying a pager, or is otherwise "on call" should not be included in the "hours worked" calculation.

Employees not paid by the hour:

These include salaried workers and those paid by commission. Also included are workers who are paid by the mile, by piecework, by the acre, by the payload, by reductions in rent, or other non-hourly rates. When the actual number of hours worked is available, it should be reported. In the absence of reliable figures, full-time employees should be reported at the rate of 40 hours per week; hours worked by part-time employees and those who work more than full-time should be estimated.

Wages paid less than once per quarter:

This will occur most often with corporate officers who are paid only once or twice a year. The employer should report the number of hours worked in any quarter in which no wages were paid, along with \$0 wages. Then, when wages or salaries are finally paid, only the hours worked in that specific quarter should be reported. If the actual number of hours worked is available, it should be reported. In the absence of reliable figures, full-

time employees should be reported at 40 hours per week; hours worked by part-time employees and those who work more than full-time should be estimated.

Faculty members of colleges and universities (includes technical and community colleges):

If the faculty member is considered to be a full-time employee, 40 hours per week paid should be reported. If the faculty member is considered to be part-time, an estimate of the actual hours worked should be made.

School teachers

When teachers or other staff work nine months but are paid over 12 months, their hours should be reported in the quarters that they actually work. For part-time faculty, coaches, etc., if hours are not known, employers may establish an hourly rate of pay and divide that into quarterly gross wages to obtain an estimate of hours.

Volunteer Firefighters:

Employers can establish an hourly rate of pay and divide that amount into the quarterly gross wages to obtain an estimate of hours.

B. EMPLOYMENT AND WAGE DATA SUBMISSION GUIDELINES AND INFORMATION

This is a document available at the DUA QUEST website, providing extensive detail for processing Employment and Wage data through the new QUEST System. This document focuses on process flows, key business rules and changes, and provides employers and agents the contact information necessary to make the necessary preparations for change. Go to the online version of the Table of Contents of this Employer User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.

C. ICESA FILE FORMAT SPECIFICATIONS

This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating ICESA Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this Employer User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.

D. EFW2 FILE FORMAT SPECIFICATIONS

This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating EFW2 Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this Employer User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.

E. DELIMITED FILE FORMAT SPECIFICATIONS

This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating Delimited Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this Employer User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.